Pause

ISSUE NO. 20

Mediacom
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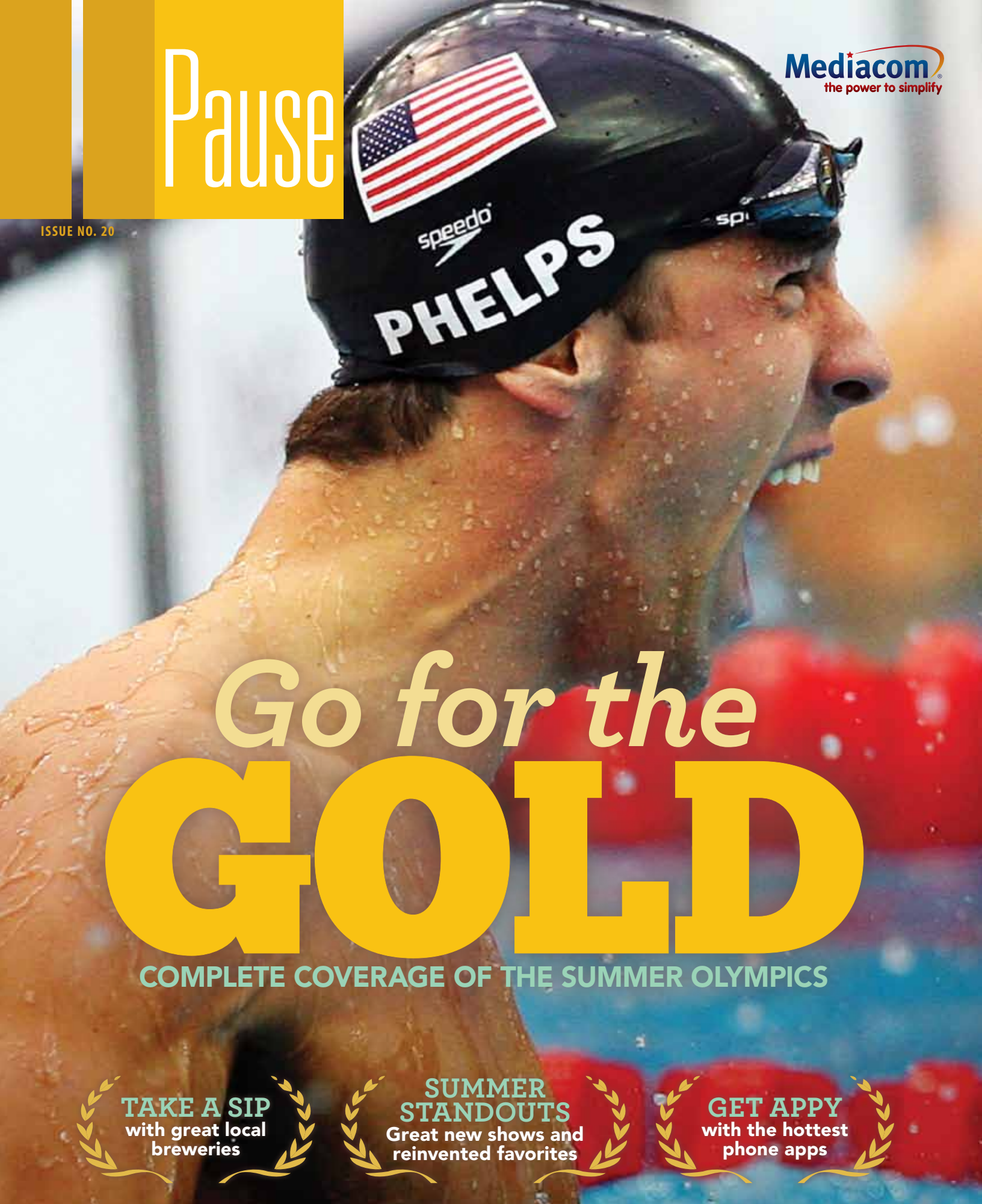

Go for the GOLD

COMPLETE COVERAGE OF THE SUMMER OLYMPICS

TAKE A SIP
with great local breweries

SUMMER STANDOUTS
Great new shows and reinvented favorites

GET APPY
with the hottest phone apps

YOUR QUESTIONS ANSWERED **how-to guide**

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Welcome to Mediacom and *Pause*, our lifestyle magazine that not only showcases the latest in programming and technology for your enjoyment, but also features things for you to see and do either in your community, or when you're out and about. In other words, Mediacom is all about enhancing your life.

This issue of Pause takes you inside the action of the 2012 Summer Olympics, the traditional intersection of hopes, dreams, success, failure and competition. Get the details on what to look out for when this year's games kick off.

Love lager? Sweet on stouts? Then you'll drink up our exploration of craft breweries, their owners and what drives their success.

As the mercury rises, our story on this season's new shows brings you tons of cool options; everything from an 1860s cop drama to a guy dressed up as a dog.

The second half of Pause is primarily a guide for using Mediacom services, including detailed information on your remote, how to reboot your modem, parental controls and a lot of other things. But don't worry, you can always get the answers you need by calling Mediacom technical assistance anytime of the day or night at 855-MEDIACOM.

Pause

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Pause

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how-to guide

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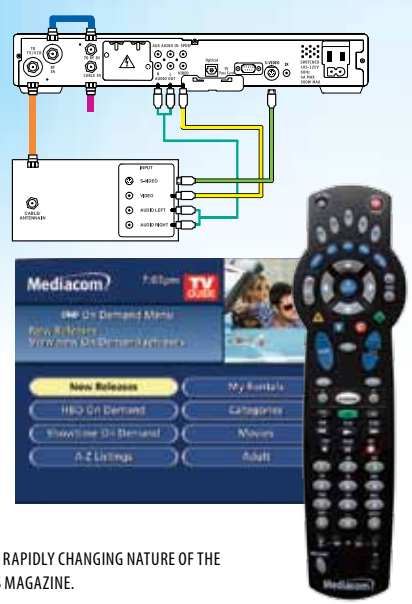

NOTE: AT ***PAUSE***, WE MAKE EVERY EFFORT TO PROVIDE ACCURATE, TIMELY INFORMATION. DUE TO THE RAPIDLY CHANGING NATURE OF THE INTERNET, WE ARE NOT RESPONSIBLE FOR THE EXISTENCE OR CONTENT OF WEBSITES PUBLISHED IN THIS MAGAZINE.

whole house DVR

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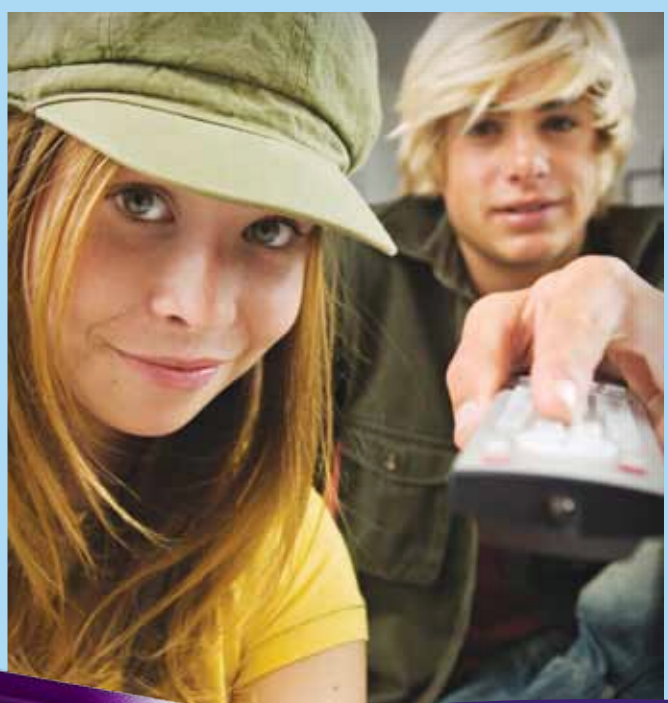

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C'MON, GET APPY!

Clever tools to keep you ahead of the game

An explosion in the use of smart phones and tablets over the past few years has caused a similar surge in the number of applications – commonly called "apps" – that fill them. From social networking to industrial purposes, the function of apps covers almost every area imaginable.

And while it might come as no surprise the most popular apps are games, it might shock you to find that beyond Angry Birds exists a world of tools designed to keep you on top of yours.

From over one million apps available across the most popular stores, we've highlighted a few of the most imaginative, innovative, inventive apps available.

Flip Board

By collecting and organizing your favorite blogs, magazines, social networks and other subscribed content into a condensed, graphic format, Flipboard acts as a virtual hub for your online life. With the flick of a thumb, you can read an outrageous article on the web, share it on Twitter and update Facebook with your feelings, all from one nifty app. And while we can't verify the inventors' claims that it's how the web would look designed from scratch, it's certainly a great tool for keeping up on what's important. Like hilariously captioned photos.

Sleep Cycle

Maybe the most innovative app on this list, Sleep Cycle is a "bio-alarm clock" that uses the accelerometer inside the iPhone to log your "sleep cycle" by sensing movements during sleep, waking you up during your lightest sleep phase in the morning. By monitoring sleep and waking you gradually as you approach your set wake time instead of abruptly jerking you out of the deepest realms of slumber, Sleep Cycle promises you'll wake feeling more relaxed and refreshed – ready to get more done.

5 APPS *you should already have*

Nike+ GPS

A runner's best friend, this app lets you map runs, track times and play virtual tag with friends.

Instagram

Cool filters and fun effects turn ho-hum pictures of your cat into hipster-approved works of art.

Pull My Finger

For the 10-year-old boy in all of us.

Words with Friends

Think of it as social Scrabble. And a great way to impress people with your huge brain.

Around Me

Select a category and you're on your way to finding the nearest eats, drinks and entertainment.

GymPact

Cha-ching! GymPact pays you cash-money for hitting the gym. Make a "pact" by choosing when you're going to the gym next week and entering it in the app. Via a check-in system with GPS verification, GymPact keeps you accountable by fining you each time you choose to watch YouTube instead of work out. You decide how much, but with a minimum $5 penalty, we bet you'll find yourself on the treadmill more regularly. Funds collected from those who break their pacts are distributed among those who don't – making success even sweeter.

Dropbox

A packrat's dream, Dropbox promises to let you take all your stuff with you, all the time. It's a big promise, but that's pretty much what it does. Download Dropbox to your computer; add files and those files will instantly be available to you on your other computers, phone or even the Dropbox website. With settings that let you update files automatically, even if you lose your phone while crowd-surfing at a concert, your pictures are safe on Dropbox. Rock on!

Shazam

Never suffer the endless pondering of a song title again. Once you hear the mystery tune, open the app to capture a sample. Within a few seconds, Shazam compares the audio fingerprint of the song to its database of prerecorded music and gives you details on the song, artist, and purchase information.

Tap into the full power of your phone or tablet by skipping the games and selecting one of these fresh tools the next time you're in the market for a new app. We're not saying there's anything wrong with a good game of Fruit Ninja, but adding a few of these apps to your collections might just give you time for another round.

Quick TIPS

Get the Most From Your Mediacom Service

Mediacom
If you ever receive an email requesting personal information from any party claiming to be Mediacom, forward it to abuse@mediacomcc.com and then delete it.

How to Change Your Email Password

1) **Open your browser and go to MediacomToday.com.** You may need to enter your ZIP code so it can load your local Mediacom page. Click on the blue link labeled "Reset Password/Manage Email Accounts."
2) **Enter your entire email address,** and be sure to include @mchsi.com or @mediacomcc.net at the end of your address.
3) **Enter your password.**
4) **Click "Reset Password."**
5) **Enter the answer to your security question.**
6) **Click "Submit."**
7) **Enter a new password:**
   - A valid email password must be 8 to 16 characters long, and can't contain any spaces.
   - **Passwords are case-sensitive;** "OpenSesame" is different than "opensesame."
   - **Be aware that the password is private information** that opens access to your account, so it shouldn't be easy to guess. If you can't easily remember it, please write it down, but keep it in a secure location.
8) **Click "Submit."**
9) **You should receive a message stating:** "You have successfully changed the email password."
10) **If your password didn't reset,** call Internet Technical Support at the telephone number listed on your Mediacom bill.

Beware of Suspicious Email

HAVE YOU EVER RECEIVED A SUSPICIOUS EMAIL from your bank or someone you do business with that asks you to send them highly personal information, such as a Social Security or credit card account number? Chances are high that the email is fraudulent.

Most reputable businesses don't request sensitive information via email. But someone out there in cyberspace is betting that you'll reply with a sensitive password, account information, a Social Security number, an email ID, a birth date or your bank account information. If you do reply, cyber-thieves can use that information to rip you off, or even steal your identity.

The bottom line: Never, under any circumstances, give out any sensitive information in response to an email.

Mediacom does not request personal or financial information through email communication. If you ever receive an email requesting personal information from any party claiming to be Mediacom, immediately forward it to abuse@mediacomcc.com and then delete it.

How to Get Your Cable TV Picture Back in Focus and Your Internet Connection Back Up to Speed

IS YOUR CABLE TELEVISION PICTURE a touch twitchy these days? Is the program guide not telling you the entire story? How about your internet service? A tad slow? Or perhaps even on strike?

Your cable TV control box or internet modem may be on the fritz. But don't call your Mediacom technician just yet. You may be able to fix these headaches with a little know-how and a few flicks of the wrist.

In tech terms, the trick to getting back on track is called "re-booting." In non-tech terms, it means unplugging your cable box from its power supply and then plugging it back in. Same goes for your internet modem, which streams the Mediacom broadband service that lets you access the internet world, as well as send and receive email.

FIRST, LET'S LOOK AT YOUR CABLE TV SET-TOP BOX. YOU HAVE A PROBLEM IF:

- The on-screen guide is showing only some channel information or none at all.
- The time on the interactive program guide is incorrect.
- The picture is "tiling," or breaking up into small squares.
- There's no sound, even if the volume is turned up.

IF, INDEED, ONE OF THESE ISSUES SOUNDS FAMILIAR, HERE'S WHAT TO DO:

1) **Unplug the set-top box's power cord** from the wall outlet or power strip, or unplug the power inlet on the back of box.
2) **Wait 20 seconds.**
3) **Plug the power cord back in.**

The set-top box then begins to cycle through its startup process, and it may take a good 20 minutes. (The TV guide information display will read "to be announced" during the cycle.) When it's done, you should be back in business.

NOW, ON TO THE CABLE MODEM, WHERE YOU HAVE A PROBLEM IF:

- You can't browse the internet.
- It takes a long time for your computer to connect to the internet or can't connect at all.
- There has been a power outage.
- You're hooking up or unhooking a router in your wireless network.

TO REBOOT YOUR CABLE MODEM:

1) **Verify whether the modem has a battery backup.** If there's a battery, remove it. If there's no battery, continue to step 2.
2) **Unplug the power from the modem.** (If the lights do not go off, there's a battery in the EMTA.)
3) **If you're using a router** (to link several computers), unplug the power cord from the router.
4) **Shut down the computer.**
5) **Wait at least 30 seconds.**
6) **Check the cables on the back of the modem,** PC and router to make sure that everything's securely connected.
7) **Verify that the telephone cord is plugged into the port labeled Tel 1/2 or Tel 1** on the back of the modem. Do not use Tel 2.
8) **Plug in only the modem's power cord.**
9) **Wait until the modem has completed the startup process** before proceeding. (The lights will light up, go out, and come on one at a time.)
10) **Plug the power into the router.**
11) **Wait for the router to complete the startup process.**
12) **Start the computer.**
13) **If there's a battery, reinstall it in the modem.**

If you're still having problems connecting to the internet, not getting a dial tone, experiencing phone-related problems, or the lights on the modem aren't coming on correctly, contact Internet Technical Support.

Have more questions? See Mediacom's How-to Guide on page 25. If the tips here or in the How-to Guide do not resolve the problem you're facing, call Technical Support at the number listed on your bill.

Making Sense of Your Monthly Mediacom Bill

YOUR MONTHLY CABLE BILL CAN BE CONFUSING. But if you know a few basics about how Mediacom charges for the services you order, figuring out your statement may not be such a difficult task.

The services that Mediacom delivers are billed one month in advance. Any time you order a new service, two charges turn up on the next bill you receive: the first is the monthly charge for that particular service; the second is a partial-month charge, which includes adjustments for the services that were not billed in your previous month's statement.

An example: Let's say you've already received Mediacom's May bill covering May 5 through June 4. On May 18 Mediacom installed high-speed broadband service. When you receive your June bill, you will see two charges: a charge for the service in June, as well as a partial-month charge covering the number of days in May when you received the new service.

Monthly Charges

03/05-04/04	Mediacom Online Service	**$47.95** (3)
03/18	Mediacom Online Service . . . Partial Month(s) **March 18** (1) - **April 4** (2)	**. . . $27.84** (4)

How partial month charges are calculated:

1. Install date . . . . . March 18
2. End billing date. . . . . April 4
   Number of days billed for: . . . 18
3. Monthly rate $47.95
   Monthly rate/31 = Daily rate . . $1.546
   ($47.95 ÷ 31)
4. Partial-month charge $27.84
   Multiply the number of days billed (18) by the daily rate ($1.547) to determine the partial-month charge

SMALL BATCHES CREATE

BIG BUZZ

IN MEDIACOM COUNTRY

20

12

HOW CRAFT BREWERIES ARE REVOLUTIONIZING AN AGE-OLD INDUSTRY

In pubs and homes the world over, enduring and recognized names have long dominated the beer industry. Brews like Budweiser, Miller and Coors in the U.S. and Heineken, Guinness, and Foster's around the globe. And while those names still lead in overall sales, draughts with names like Dinkey Wheat, Alligator Ale, and Blonde Fatale are finding their way into more and more chilled mugs every day.

Proven by mounting sales, customers everywhere are acquiring a taste for the high-quality beer pouring out of local breweries. From the innovative, to the enigmatic, to the downright weird – it's craft brewers and their fans we have to thank for the recent surge in the variety of styles and flavors of beer available on local shelves.

Due to the intense growth in sales and general interest in microbrews, nearly every region now has at least one of these entrepreneurial ventures just waiting to be explored.

Here we highlight a few in the Mediacom area offering up their homegrown pints to the public.

Olde Main Brewing Company

AMES, IA | OLDEMAINBREWING.COM

Fueled by a handshake, a Master Brewers degree from UC Davis and an old bike shop on Main Street in Ames, IA, Jeff "Puff" Irvin and Scott "Griff" Griffen set out to form Olde Main Brewing Company in 2004. Since that time, they've created beers with names like Reindeer Fuel, Guy on a Buffalo and Horseman's Revenge and their continued growth shows that not all their talent was spent on the naming. The beers Olde Main created for their pub have become so popular that a selection are now bottled and sold around the state – right alongside old standbys like Bud Light and Corona. If beer is indeed "only as good as the word of the men who make it" as the Olde Main founders claim, it looks like Puff and Griff are two stand-up guys!

Great River Brewery

DAVENPORT, IA | GREATRIVERBREWERY.COM

Great River Brewery started selling its now famous beer out of a brewpub in Iowa City back in 2004, but it wasn't until the company moved to the Quad Cities on the banks of the Mighty Mississippi in 2008 that the name they chose actually made much sense. Not that it seemed to matter at all to the locals. No matter where they were located, Hop A Potamus, Organic Farmer Brown Ale and Saison Farmhouse Ale were all the rage. So much so that their 483 Pale Ale and Roller Dam Ale are now available in trendy 16 oz. cans on both sides of the river. Yup, you read that right, CANS. Great River, like an increasing number of craft brewers, opts to package their beer in cans to both minimize costs and better protect the beer from light and air. It might take some getting used to, but Great River believes if you "like it in the glass, you'll love it in the can." And so far, seems they've been right as rain.

Summit Brewing Company

ST. PAUL, MN | SUMMITBREWING.COM

In 1986, Summit Brewing Company began with humble origins, operating out of an old truck parts company. Twenty-five years later, the company started by Mark Stutrud and a group of friends has grown into one of the largest craft breweries in the nation, producing over 100,000 barrels of beer annually. You might guess that bottles of their Extra Pale Ale, India Pale Ale and Great Northern Porter are enjoyed all around the upper Midwest, but they're also available all the way down south in Florida and to the east to New Jersey, in a total of 17 states. Not bad for a company that began on vintage 1938 brewing equipment.

Dogfish Head Craft Brewed Ales

MILTON, DE | DOGFISH.COM

The rise of Dogfish Head Craft Brewed Ales is as epic as any brewery in America. By brewing 12 gallons of beer, three times a day, Dogfish skillfully created a unique system with integrated opportunities for experimentation and the development of their now iconic ales including Burton Baton, Midas Touch and the 90-Minute IPA. What started in 1995 as the smallest brewery in the nation has exploded into the 11th largest craft brewery in the United States. Consistent with their slogan "Off-centered Stuff for Off-centered People," the company delivers a wealth of innovative products beyond beer, ranging from beer shampoo bars to "Dog Bark" made from spent grain left after the brewing process. While you'll have to get the other products in person or online – from Delaware to California, Dogfish Head Craft Ale is available in 27 states.

"OFF-CENTERED STUFF FOR OFF-CENTERED PEOPLE"
– DOGFISH HEAD CRAFT BREWED ALES

Bluegrass Brewing Company

LOUISVILLE, KY | BBCBREW.COM

The largest brewery in Kentucky and the oldest remaining brewpub in Louisville, Bluegrass Brewing Company started with a single location in 1993 and has impressively expanded to three around the city. In addition to providing their adoring public with brews such as Mephistopheles' Metamorphosis and the Homewrecker, BBC is also locally known for their distinctive sour aged barrel beer, nitro bourbon ales and nitro stouts. Patrons can also get down to live Bluegrass music or tour the production facility when visiting. Being both cheeky and driven by Louisville pride, the guideline "Don't Buy Beer From Strangers," seems to be one of the few, hard rules the creators live by.

ECONOMIES OF ALE

CRAFT BREWING FACTS

CONSIDER THESE REALITIES: While big brewers saw a 1.32% decrease in market share in 2011, craft brewers captured an additional 1.8% of the beer market over the past five years and passed 5% of the total market for the first time in history in 2011. In fact, an increasing number of the iconic brands that previously enjoyed relatively stable market shares and had little need for innovation are now branching out into territory generally occupied by the microbrewery. From unusual flavors to seasonal brews, brewers of all sizes are doing whatever it takes to cash in on the craft game – and it's easy to see why.

VOLUME SHARE FOR CRAFT BREWERS

CRAFT BREWING SALES SHARE IN 2011

5.7% BY VOLUME

9.1% BY DOLLARS

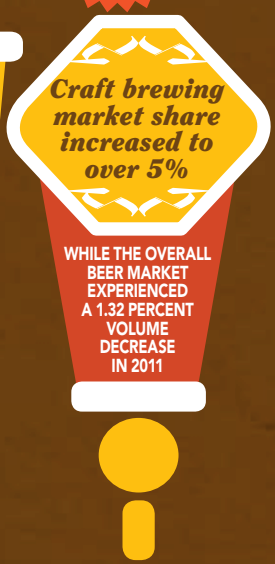
1 BARREL = 31 U.S. GALLONS = 248 PINTS

11.4 MILLION more barrels of beer SOLD IN 2011

An increase of 1.4 million over the prior year. With small brewers providing over 100,000 jobs and injecting an estimated $60 billion in wages into their local economies in 2011, that's success we can all toast to.

10 MILES

THE MAJORITY OF AMERICANS LIVE WITHIN TEN MILES OF A CRAFT BREWER


Craft brewing market share increased to over 5%
WHILE THE OVERALL BEER MARKET EXPERIENCED A 1.32 PERCENT VOLUME DECREASE IN 2011

NANOBREWERY: A very small brewery operation culturally defined as having a production system that maxes out at four gallons or less. Dogfish Head started out as a nanobrewery.

MICROBREWERY: A brewery that produces less than 15,000 barrels (17,600 hectoliters) of beer per year with 75% or more of its beer sold off-site. Microbreweries sell to the public by one or more of the following methods: the traditional three-tier system (brewer to wholesaler to retailer to consumer); the two-tier system (brewer acting as wholesaler to retailer to consumer); and directly to the consumer through carryouts and/or on-site tap-room or restaurant sales.

BREWPUB: A restaurant-brewery that sells 25% or more of its beer on site. The beer is brewed primarily for sale in the restaurant and bar. The beer is often dispensed directly from the brewery's storage tanks and served to customers. Where allowed by law, brewpubs often sell beer "to-go" and/or distribute to off site accounts. The Brewers Association re-categorizes a company as a microbrewery if its off-site (distributed) beer sales exceed 75%.

REGIONAL BREWERY: A brewery with an annual beer production of between 15,000 and 6,000,000 barrels.

TRADITIONAL CRAFT BREWERY: An independent regional brewery who has either an all malt flagship or has at least 50% of its volume in either all malt beers or in beers which use adjuncts to enhance rather than lighten flavor.

LARGE BREWERY: A brewery with an annual beer production over 6,000,000 barrels.

(Source, Brewers Association)

Cigar City Brewing

TAMPA, FL | CIGARCITYBREWING.COM

You'd expect a brewery named after the industry that built Tampa to be big on local culture, but it might surprise you to see just how seriously the team at Cigar City takes it. In their 6,600 square foot space in the Carver City-Lincoln Gardens neighborhood of Tampa, they maintain just two goals: brew great beer and promote the local history and heritage. And their double-digit growth last year proves that their focus on sourcing local ingredients, sponsoring local street festivals and making award winning beer is right on target with the natives. By incorporating the scents and flavors of the region to their recipes (think guava, chilies and aging done in cigar-box cedar), their brews skillfully fuse history, culture and libation. In the three short years since they opened, Cigar City Brewing has managed to spread their Cuban-tinged beers across the Southeast, as well as to Philadelphia, New York City and some parts of Europe.

Sweetwater Brewing Company

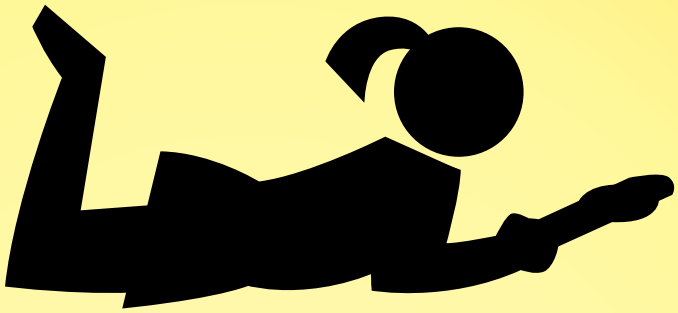
ATLANTA, GA | SWEETWATERBREW.COM

Though Sweetwater officially opened in Atlanta in 1997, the company actually got its start years before in Boulder, CO where the two founders met as roommates at the University of Colorado. United by a love of beer that was intense even for college students, they began their journey into the world of brewing together. Eventually drawn to Atlanta by the excitement of the 1996 Olympics, the pair opened Sweetwater and set out to bring a little bit of The West to The ATL. Proving the success of creations including the Exodus Porter and Georgia Brown, they've moved from their original namesake location near Sweetwater Creek State Park to a 25,000 square foot midtown facility with enough capacity to brew 100,000 barrels of "sweetwater" annually. Despite the move, their position as passionate advocates for the environment – especially clean water – hasn't budged an inch. Today, Sweetwater's brews are available throughout Alabama, Florida, Georgia, Tennessee, and North and South Carolina.

The rampant growth of these companies makes it easy to forget that the road of a craft brewer is difficult. They face a competitive landscape mired with hurdles like fickle consumers, high costs of expansion, stiff competition and constant pressure to sell to larger brewers. But from explosive profits, to providing jobs, to sponsoring community festivals and environmental efforts – the past 25 years have seen indie beer producers progress from being considered hacks, often scorned by mainstream brewers, to something they now observe and imitate.

To the watchful eye, it seems the "Big Dogs" are using an approach not usually seen in the cut-throat world of brewing:

"IF YOU CAN'T BE 'EM, JOIN 'EM." AND TO THAT WE SAY, "BOTTOM'S UP!"



TV PARENTAL GUIDELINES

And what they mean for your children

PARENTAL GUIDELINES are designed to help parents choose suitable programs for children based on violence, sexual content and/or adult language and content. Ratings have two parts: one that indicates the intended age group for a particular program and one that tell parents if a show has high levels of sex, violence or adult language.

Ratings appear in local TV program listings and in the upper left-hand corner of the TV screen for 15 seconds at the start of a show. For programs longer than 60 minutes, ratings appear at the beginning of each hour.

TV MA **MATURE AUDIENCES ONLY:** Programming produced solely for adults and may be unsuitable for children under 17. It may include graphic violence (V), explicit sexual activity (S) and/or crude, indecent language (L).

TV 14 **PARENTS STRONGLY CAUTIONED:** Indicates content that parents may find unsuitable for children under 14. This show has intense violence (V), intense sexual situations (S), strong coarse language (L) and/or intensely suggestive dialogue (D).

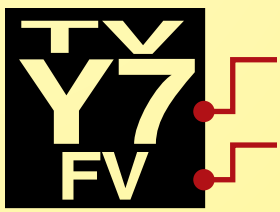
TV PG **PARENTAL GUIDANCE SUGGESTED:** Includes material that parents may find unsuitable for younger children. The theme itself may call for parental guidance and/or the program features moderate violence (V), some sexual situations (S), infrequent coarse language (L) and/or some suggestive dialogue (D).

TV G **GENERAL AUDIENCE:** Most parents would find this program appropriate for all ages. It has little or no violence, no strong language and little or no sexual dialogue or situations.

TV Y7 FV **DIRECTED AT OLDER CHILDREN (FANTASY/ VIOLENCE):** Indicates a program in which fantasy violence may be more intense or more combative than TV-Y7 shows.

TV Y7 **DIRECTED AT OLDER CHILDREN:** Programming produced for children seven and up. Themes may include mild fantasy or comedic violence, or may frighten children younger children.

TV Y **ALL CHILDREN:** This program is designed for all children and most parents would find it suitable for audiences as young as two.



Reading the label

AUDIENCE TYPE: The general audience for which a program was intended.

CONTENT TYPE: Indicates a program may contain violence (V), sexual situations(S), coarse or indecent language (L) or suggestive dialogue – typically about sex (D) or fantasy violence (FV).

"MOM, WHAT'S ON TV?"

If your family subscribes to Mediacom cable service, the answer is "plenty!" Regardless of age, there's bound to be something for just about everyone, any time of day. That's because the past decade has seen major growth in children's programming as networks expand.

Check out the following programming and websites for information.

ABC Family
ABCFamily.com
Animal Planet
AnimalPlanet.com
Cartoon Network
CartoonNetwork.com
Discovery Channel
Discovery.com
The Hub
HubWorld.com
Disney Channel
DisneyChannel.com
Disney XD
DisneyXD.com
Teen Nick
TeenNick.com
Nick at Nite
NickAtNite.com
Nickelodeon
Nick.com
Nick Jr.
NickJr.com
Science
Science.Discovery.com
TLC
TLC.com
TV Land
TVLand.com

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99¢ movies

Using Mediacom Digital On Demand and Pay-Per-View is easy. Just follow these simple steps.

1. **Press Menu** on your remote.
2. **Scroll Down** to On Demand or Pay-Per-View.
3. **Preview and Select** the movies you want to watch. *(see page 32 for more details.)*
4. **Fill out** one of the coupons on the right for each show you've ordered and return it with your monthly statement.

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account #: _____

movie title: _____

date: time: _____

Coupon expires 09/21/12. This coupon has no cash value and is for residential use only. Only one coupon per household may be redeemed. Account must be in good standing to redeem coupon. This offer is nontransferable and cannot be combined with any other coupon or discount. Good for a single purchase of a Mediacom PPV or VOD movie up to $4.99. Not valid with special events or adult programming. Additional restrictions may apply. All information on coupon must be completed and legible or coupon will be null and void. Submit original completed coupon with your monthly statement. E-Bill customers may redeem this coupon at a local payment office or send it to Mediacom 1613 Nantahala Beach Rd. Gulf Breeze, FL 32563. (No checks will be accepted at this address.) No photocopies or duplicates accepted. Services may not be available in all areas. © 2012 Mediacom. All Rights Reserved. Mediacom and the Mediacom logos are registered trademarks of Mediacom Communications Corporation.

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THIRD MOVIE

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account #: _____

movie title: _____

date: time: _____

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Dwayne "The Rock" Johnson, Josh Hutcherson and Vanessa Hudgens star in *Journey 2: The Mysterious Island*

Your JOURNEY

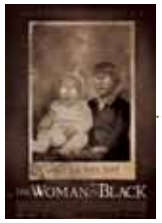
BEGINS WITH MEDIACOM ON DEMAND®

Daniel Radcliffe as lawyer Arthur Kipps

Journey 2: The Mysterious Island *{PG}*

Jules Verne fans, rejoice! This one's for you.

Sean Anderson (Josh Hutcherson, *The Hunger Games*) is back and hot on the case of a mysterious signal coming from an island that 'doesn't exist.' The titular mysterious island is where the movie shines — with interesting backgrounds and stocked with creative wildlife — Sean and company make big discoveries, and then (of course) have to figure out how to escape — in Verneian style.



The Woman in Black *{PG-13}*

Harry grows up.

The Woman in Black is not your average horror movie. It's a change, or rather a sort of Hitchcock-like return, to horror that's terrifying because of uncertainty and not because someone knows what you did last summer. Based on the Susan Hill novel of the same name, *The Woman in Black* is a horror-filled ride experienced through the eyes of lawyer Arthur Kipps (Daniel Radcliffe, *Harry Potter*), in a haunted English village. It's a movie that isn't about the boo, but a thoroughly satisfying scare.

The Hunger Games *(PG-13)*

The book your kids couldn't put down.

A post-apocalyptic world. An oppressive central government. A ruthless dictator. A clueless upper class. Undercurrents of revolution. A heroine that packs a bow – and arrows. A fight to be the last person standing. A love story. An award-winning book transformed into a blockbuster movie.

Jennifer Lawrence and Liam Hemsworth star in *The Hunger Games*

The Avengers *(PG-13)*

A demigod, an assassin and a super-soldier walk into a bar...

A Marvel superhero spectacle! Iron Man, Captain America, The Hulk, Thor and two assassins combine forces to protect the earth from threats that no one else can – like the angry trickster Loki. A culmination of movies that started hitting theatres in 2008, it's packed full of action, hilarious one-liners, plenty of carnage and an all-star cast that features Robert Downey Jr. (*Sherlock Holmes*), Samuel L. Jackson (*Pulp Fiction*), Scarlett Johansson (*The Prestige*) and Chris Evans (*Fantastic Four*). If Marvel tradition continues, expect plenty of sequels!

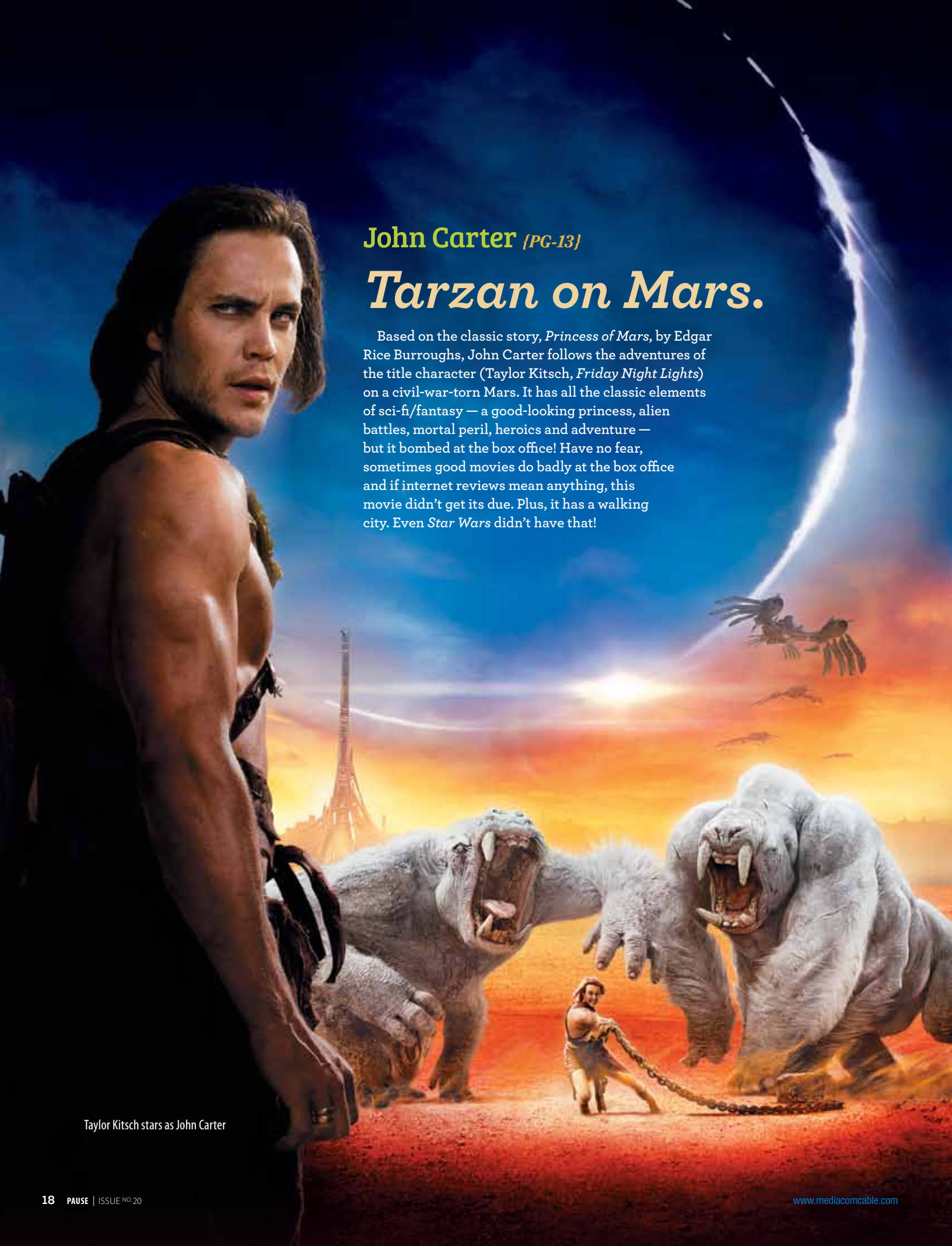
Captain America and Iron Man plot to save the world

Dr. Seuss' The Lorax *(PG)*

A green message and ham.

The Lorax was always a story that was more than a fox in socks, it was a cry for conservation and the message is not lost here. Brought to life in beautifully rendered CGI, it has all the look and color of classic Seuss illustrations. Danny DeVito's voice brings energy and grumpy humor to the Lorax, supported by a voice cast also featuring Zac Efron, Taylor Swift, and Betty White.

The Lorax (Danny Devito) argues with the Once-ler (Ed Helms) in *Dr. Seuss' The Lorax*



John Carter *{PG-13}*

Tarzan on Mars.

Based on the classic story, *Princess of Mars*, by Edgar Rice Burroughs, John Carter follows the adventures of the title character (Taylor Kitsch, *Friday Night Lights*) on a civil-war-torn Mars. It has all the classic elements of sci-fi/fantasy — a good-looking princess, alien battles, mortal peril, heroics and adventure — but it bombed at the box office! Have no fear, sometimes good movies do badly at the box office and if internet reviews mean anything, this movie didn't get its due. Plus, it has a walking city. Even *Star Wars* didn't have that!

Taylor Kitsch stars as John Carter

www.mediacomcable.com

Snow White and the Huntsman *(PG-13)*

Julia Roberts or Charlize Theron: Who is the fairest of them all?

In a return to the darker feel of the classic Brothers Grimm tale, *Snow White and the Huntsman* follows Snow White (Kristen Stewart, *Twilight*) as she escapes years of imprisonment by the Queen (Charlize Theron, *Aeon Flux*) – only to have her evil stepmother dispatch her Huntsman (Chris Hemsworth, *Thor*) to find and kill her. Beautifully stark landscapes and menacing sets add to the epic feel of this film as a full-scale rebellion rises and threatens the reign of Queen Ravenna – who refuses to let go of her youth, her beauty or her stolen kingdom.

Charlize Theron as Queen Ravenna

★★★ Critics' Choice ★★★

Julia Roberts and Lily Collins star in *Mirror Mirror*

Jean Dujardin plays silent film hero George Valentin

Mirror, Mirror *(PG)*

Julia Roberts as the evil queen. 'Nuff said!

Full of rich sets and elaborate costumes — it's a re-imagining based on the common Snow White story, told from the point of view of the Queen, her stepmother. (A sure-fire evil, double-whammy!?) Starring Lily Collins (*The Blind Side*) as Snow White, Armie Hammer (*The Social Network*) as Prince Alcott and, of course, Julia Roberts as Queen Clementianna.

The Artist *(PG-13)*

A film for real film lovers.

Don't let the fact that it's a black and white silent film stop you from watching – it's a beautiful romance between two opposites, George Valentin, a silent film star, and up-and-coming beautiful talking film actress, Peppy Miller and a triumph of human spirit. The movie that generated all the buzz, and walked away with all the little statues last year, is worth it all.

JULY 27 – AUGUST 12, 2012

OLYMPIC GAMES

only on the networks and platforms of NBCUniversal

Four years after the monumental Beijing Games, London offers a unique blend of old and new, with a recently constructed Olympic Park in East London complementing a majestic suite of historic venues around the city. Tennis will be played at Wimbledon, soccer at Wembley Stadium and the triathlons will be held in Hyde Park. At Horse Guards Parade, in the heart of ceremonial London, a temporary stadium will host beach volleyball weeks after Queen Elizabeth celebrates her Diamond Jubilee there in June.

There is also, of course, no shortage of compelling storylines among the athletes themselves.

Michael Phelps, who set a new standard for Olympic achievement by winning eight gold medals in eight events in Beijing, returns for his fourth Games at age 27. Already owning the most gold medals at a single Games (8) and in an Olympic career (14), the 16-time medalist needs just three more medals of any color to become the most decorated Olympian of all time in London. Joining him in the pool is Ryan Lochte, a Floridian with a surfer-dude attitude but the talent perhaps to supplant Phelps as the world's best swimmer. The top female swimmer in London could be Colorado teenager Missy Franklin. She won five medals last year at her first world championships and could be in line for an even greater medal haul at the Olympics, when the rising high school senior will compete in seven events. Rebecca Soni, the world's dominant breaststroker, is another headliner on the formidable U.S. swim team, which won 31 medals in the Beijing pool. In gymnastics Michigan's Jordyn Wieber, the reigning world champion, and Gabby Douglas, who edged Wieber at U.S. Trials, will head to London vying to win a third straight Olympic all-around title for the U.S. The American women will face strong challenges from China, which edged the U.S. for gold in the team event in Beijing, and a resurgent Russian squad. In the men's competition, a pair of newcomers from unlikely backgrounds – Cuban-born Danell Leyva and 19-year-old Bronx native John Orozco – headline a talented U.S. team and should challenge for medals in the individual all-around. They will be chasing the dominant gymnast of their generation, Japan's Kohei Uchimura, who has won three world titles since his silver medal in Beijing.

During the second week of the Games, the sprinting rivalry between the United States and Jamaica should heat up the London track. Usain Bolt, who electrified the Bird's Nest in Beijing with three world records, aims to become the first man in history to sweep the sprints twice. On the women's side, after failing to win a sprinting gold medal in Beijing, the U.S. has a chance to win the 100m, 200m and 400m in London, with Carmelita Jeter, Allyson Felix and Sanya Richards-Ross, respectively. And in the women's 100m hurdles, Lolo Jones takes her shot at redemption four years after a stumble on the second-to-last hurdle cost her sure gold.

On the sand at Horseguards Parade, Misty May-Treanor and Kerri Walsh Jennings, who has given birth to two sons since Beijing, return in pursuit of their third consecutive beach volleyball gold. The Southern California pair breezed through their first two Olympic tournaments without dropping a set, but this summer they can expect a strong challenge from Brazil. In the men's tournament, Brazil should also provide stiff competition for top American duo Phil Dalhausser and Todd Rogers, who won gold four years ago in their Olympic debut.

In Beijing, U.S. success in team sports wasn't limited to the beach, and London should not be any different. Four years after the "Redeem Team" reclaimed America's place atop the Olympic basketball podium, Beijing gold medalists LeBron James and Kobe Bryant will be back to headline a star-studded squad that has drawn comparisons to the original Dream Team. Meanwhile, the U.S. women's soccer team, led by Abby Wambach, aims to defend its Olympic gold medal after coming up just short at the 2011 World Cup that captivated American audiences last summer. The women's basketball and men's volleyball teams will also have gold medals to defend, while the women's volleyball and men's and women's water polo squads will look to upgrade from silver. The women's volleyball team, ranked No. 1 in the world, is now led by former men's coach Hugh McCutcheon, whose Beijing experience began with the tragedy of his father-in-law's murder at the Beijing Drum Tower and ended with the triumph of an unlikely gold medal.

Those stories are all prologue to what promises to be an historic 17 days this summer, when the London Olympics come to the networks of NBCUniversal.

This summer, when London becomes the first city to host the Olympics for a third time, the networks of NBCUniversal will present the Games of the XXX Olympiad. NBC has aired every Summer Olympics since 1988, and the London Games promise to bring a feast of more than 1,750 hours of television coverage.

This summer, as the Games come to London for the third time, the city is poised to forge yet another indelible impression in history.

SUMMER IS

CABLE TELEVISION IS ALL ABOUT CHOICES

HERE'S A PREVIEW OF SOME OF THE BEST NEW SHOWS PREMIERING THIS SUMMER, INCLUDING JASON GANN IN A DOG COSTUME AND ENOUGH COMEDY TO MAKE SURE YOU HAVE PLENTY OF SIZZLING OPTIONS ALL SEASON LONG.

Copper – BBC AMERICA

Premieres Sunday, August 19 at 10/9c

It's 1864 in New York City and Kevin Corcoran (Tom Weston-Jones, *MI-5*) is a hard-hitting Irish-American cop navigating the streets of the infamous Five Points district – as well as his own moral code. As he searches for answers relating to the death of his daughter and the disappearance of his wife, he connects with characters that take him across the city; from swanky Fifth Avenue to a burgeoning African American community in what was then, rural Manhattan. Created by Emmy®-winner Tom Fontana (*Oz, Homicide: Life on the Streets*), Academy Award®-nominee Will Rokos (*Monster's Ball, Southland*) and Academy Award®-winner Barry Levinson (*Good Morning Vietnam, Rain Man*), expect BBC America's first original drama to deliver realistic details, gritty action and fast-paced adventure.

Episodes – Showtime®

Premieres Sunday, July 1 at 10:30/9:30c

This hilarious look at life inside Hollywood returns for a second season with Matt LaBlanc continuing his Golden Globe-winning ways. The backstabbing, deceit and dashed dreams taking place behind the scenes are in full display as Matt is cast in the lead of a re-hashed British sitcom but the critics focus more on his overweight condition than the show itself.

His ego, however, threatens to drag the whole team down. You'll delight at the satirical insight into what can be a brutal world.

Wilfred – FX

Second season begins Thursday, June 28 at 10/9c

The Americanized version of the hit Australian series promises to gain even more popularity in its second season, especially with the news of a new guest star for the season opener – Robin Williams.

Elijah Wood (*Lord of the Rings*) plays Ryan, a young man struggling to make his way in the world and relying on his friendship with Wilfred, the neighbor's dog. (Really, actor Jason Gann dressed in a cheap dog suit,

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HEATING UP

but Ryan is the only person who sees the dog this way). Proven by the success of the first season, in a strange way, *Wilfred* just works.

Anger Management – FX

Premieres Thursday, June 28 at 9/8c

Miss Charlie Sheen? Well, here's your chance to see the star in a new comedy on FX, *Anger Management*. Sheen plays the main character, also named Charlie, an anger

management therapist and former professional baseball player who once had his own anger issues. Charlie has a regular group of patients and remains in regular contact with his ex-wife – who also happens to be his therapist – as they continue to raise their daughter together.

The Newsroom – HBO®

Premieres Sunday, June 24 at 10/9c

Although the days of trustworthy and father-like newsmen like Cronkite, Murrow, Huntley and Brinkley are long gone, there is still nostalgia for producing the nightly news in that style despite corporate and network pressure for something more contemporary. This series, created by Aaron Sorkin (*West Wing*) and starring Jeff Daniels as Will McAvoy, a cable news anchor dealing with a new executive producer and a changing industry, promises to provide an in-depth perspective of how America is served its daily requirements of news and information.

Perception – TNT

Premieres Monday, July 16 at 10/9c

Recruited by FBI Special Agent and former student Kate Moretti (Rachael Leigh Cook, *The Family Tree*), *Perception* follows eccentric

professor of neuroscience, Dr. Daniel Pierce (Eric McCormack, *Will and Grace*), as he uses his unique outlook and understanding of human behavior to help solve some of the Bureau's most complicated cases. Both inspired and hindered by his own mental illness, Dr. Pierce's genius is seasoned with off-putting habits and brash behavior – a nearly textbook formula for great television.

Baby Daddy – ABC Family

Premieres Wednesday, June 20 at 8:30/7:30c

Parenthood takes many people by surprise but none as much as Ben (Jean-Luc Bilodeau, *Kyle XY*) when he discovers a baby girl left at his door by an ex-girlfriend. Although his is not the baby's father, he nevertheless decides to raise her with the help of his mother (Melissa Peterman, *Fargo*), brother, Danny (Derek Theler), best friend Tucker (Tahj Mowry, *Seventeen Again*) and a good female friend (Chelsea Kane) who apparently harbors a secret crush on the new dad. Shot before a live audience.

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PICK YOUR PAK

SPORTS & INFORMATION

a perfect combination of channels for those who love sports.

NFL NETWORK · Discovery CHANNEL · FOX BUSINESS · SPEED · ESPN Classic · SPORTSMAN CHANNEL

SPORTS AND INFORMATION CHANNELS: ABC News Now, Big Ten Network (BTN), Bloomberg, BYU, CBS Sports Network, CCTV-9, Discovery Fit & Health, ESPN Classic, ESPNews, ESPNU, Fox Business, Fox College Sports (FCS) Atlantic, Fox College Sports (FCS) Central, Fox College Sports (FCS) Pacific, Fox Soccer Channel (FSC), FuelTV, Golf Channel, GOLTV, NBC Sports Network, NFL Network, Outdoor Channel, Speed, Sportsman Channel, Tennis Channel, TVG, Weatherscan. Not all channels are available in all areas.

MUSIC & MOVIES

cable's greatest movie and music channels are bundled for endless entertainment.

MTV 2 · fuse www.fuse.tv · SOUL · CMT country music television · Lifetime MOVIE NETWORK · IFC · TCM · sundance CHANNEL

MUSIC AND MOVIE CHANNELS: Centric, Chiller, Cloo, CMT Pure Country, Fox Movie Channel (FMC), Fuse, G4, Gospel Music Channel, Great American Country, Independent Film Channel (IFC), Lifetime Movie Network, Lifetime Real Women, MTV2, MTV Hits, Ovation, Reelz, SOAPnet, Style, Sundance, TCM, TVGN, VH1 Classic, VH1 Soul, WE. Not all channels are available in all areas.

KIDS & VARIETY

select family-friendly and general interest channels; there's something for everyone in the family.

Disney Channel · NATIONAL GEOGRAPHIC CHANNEL · BOOMERANG · Hallmark CHANNEL · OWN OPRAH WINFREY NETWORK

KIDS AND VARIETY: 3ABN, American Life Network (ALN), BBC America, Bio, Boomerang, Bravo, Disney XD, Hallmark, HALO, H2, Investigation Discovery (ID), ION Life, Military Channel, National Geographic, National Geographic Wild, Nick Jr., Nicktoons Channel, Oprah Winfrey Network (OWN), Planet Green, qubo, RFD-TV, Science Channel , Sprout, Teen Nick, The Hub, The Word Network, TV1. Not all channels are available in all areas.

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how-to guide

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Mediacom®
the power to simplify

BOUNDARY-FREE TV • ALWAYS FASTER INTERNET • LOWER COST PHONE

the power of the remote

With your Interactive Programming Guide (the guide) from Mediacom, you have total command over everything appearing on your television screen. In addition to facilitating easy and thorough navigation, your remote allows you to order On Demand and Pay-Per-View programming as well as operate Digital Video Recording (DVR).

Your remote also allows you to set program reminders, parental guides and a diversity of other helpful functions.

*What is the Interactive Guide?**

The guide is a new and improved programming guide through your remote control. It unlocks a world of greater choice, convenience and control as you watch television.

What can I do with the Interactive Guide?

You can set **Reminders**, **Favorites** and **Parental Locks**. You will have access to Mediacom On Demand and Digital Video Recording.

How do I get information on programs?

The guide provides detailed information on all programs, including movies and sporting events. While in a listings screen, you can access information by pressing the **INFO** button on your remote. You can also set **Reminders**, place **Parental Locks**, order Pay-Per-View movies or events and see other times a program airs. To return to the program you're watching, press the **EXIT** button on the remote.

What are the icons at the bottom of the Interactive Guide screen?

Quick Menu icons are available to help you search faster. The **Quick Menu** gives you access to other areas of the guide, such as **Movies** or **Favorites**. Once you have selected a program title by highlighting it and pressing **OK**, you can use the action icons on the information screens to set **Reminders** or **Parental Locks**, schedule recordings, buy programs and more.

How can I eliminate the edges of the Interactive Guide screens?

Select the **Adjust Screen Position** option from the **SETUP** screen. Press the ◀ ▲ ▶ buttons until the arrows on the screen are centered.

How do I leave a screen or menu?

You can always press the **EXIT** button to immediately return to watching TV. You can also press the **LAST** button to back up one screen at a time.

What is the graphic bar that appears when I change channels?

The **Flip Bar** appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, as well as the channel number.

Why won't my remote control respond when I press a button?

First, press the **CABLE** button on the remote to make sure it is in cable mode. Try using the remote again. If the remote is still not functioning correctly, press the **CH** ▲ ▼ button on the front of the receiver. If the channel changes, there is a problem with the remote control. If the channel doesn't change, the batteries or the remote control itself may need to be replaced.

*How do I order On Demand?**

You can order On Demand programming multiple ways: from the **Main Menu**, from the **Quick Menu** or from channel one in the **TV Listings**.

How do I order a Pay-Per-View event?

Ordering Pay-Per-View movies and events is easy. From the **Main Menu** or **Quick Menu**, select any of the Pay-Per-View options to see a list of available programs. Use your remote to get detailed information and order. You can even cancel your selection. If your Pay-Per-View program is scheduled to air at a future time, a **Reminder** is automatically set to appear before your program begins.

* Not all services available in all areas. Additional equipment may be required. Additional fees may apply.

1 remote control features

- A yellow highlight is your indicator as you use your remote to see what's on TV. As you navigate listings using your remote, the highlight appears on screen to indicate your current selection.
- Press the ▲ ▼ ▶ ◀ buttons on your remote to move the highlight.
- Press **OK** to make your selection.
- Press the **EXIT** button on your remote to return to watching TV.

SETUP
For all programming sequences

CABLE
Turn the selcted device ON or OFF

EXIT
Return to watching television

GUIDE
See program listings for the current time

DAY*
See listings for the next or previous day

OK
Select the currently highlighted menu or cable guide choice

A, B, C, D
These functions are set by your cable provider

FAV
Tune to favorite channels, once you set them up

VOD
Direct access to Video On Demand (VOD), where available

REPLAY*
Replays last few seconds of program

NUMBERS
Press channel numbers, then OK to tune to a channel

ON/OFF
Turn Picture-in-Picture (PIP) on or off (if available)

SWAP
Swap between television tuners (if available)

INPUT
Select the video source

Power
Turn the remote ON or OFF

INFO
See program information

SETTINGS
To display interactive services

ARROWS
Move any direction on screen or through cable guide menu

PAGE
Scroll to the next or previous page of listings

CHANNEL
Change channels and access the Flip Bar

LAST
Return to the previous screen or channel

LIVE TV*
Displays live TV programming

LIST*
Displays recordings

VCR CONTROLS
Controls VCR, On Demand and DVR (if available)

ASPECT
Change the viewing aspect (if available)

PIP CH
Select the next or previous channel in the PIP display (if available)

MOVE
Move the position of the PIP display (if available)

NOTE: Remote pictured may not reflect your actual remote. Basic functions should be the same. Find device code information beginning on page 55 of this guide.

*Only available with DVR service.

2 remote control features — basic navigation

- Yellow is always the highlight color.
  As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- Press the ◎ buttons to move the highlight.
- Press **OK** to make a selection.
- Press the **EXIT** button to resume watching TV.

3 quick menu: quick and easy

The **Quick Menu** offers shortcuts to key Interactive Guide features. Just press **MENU** from anywhere in the guide – even while you're watching a program – and you'll have access to features like **Search**, **Favorites**, **Digital Music** and more.

Press the ◎ buttons on your remote to highlight an option; then press **OK** and you're on your way.

4 all access with main menu

Main Menu gives you easy access to all features. Simply press **MENU** twice; then select from the options available, including **Listings By Time**, **Listings By Category**, **Parental Locks**, **Favorites**, **Local Weather** and more.

Press **MENU** button twice for the **Main Menu**.

5 enhanced searching by category

With the Interactive Guide, you can sort and view program **Listings By Category**. Select a category from the **Main Menu** or **Quick Menu** to display listings.

6 enhanced searching by title

A-Z Title Search allows you to find a specific program by entering the first few letters of the program name.

DIGITAL

basic operations, continued

DIGITAL

7 smart channel surfing

The **Flip Bar** lets you see program information as you change channels.

8 easy-to-understand listings

TV Listings appear in a grid format with channel numbers and network call letters down the left side and, at times, along the top. Listings are color-coded to help you identify different types of programs.

Blue – Regular programs
Light Blue – Children's programs
Green – Sports
Purple – Movies

9 mini guide

The **Mini Guide** lets you watch television and view listings without having to leave your program. To access, press **OK** or **INFO**; then use the ◀ ▶ buttons to browse time and the ▲ ▼ buttons to browse channels.

10 parental locks to protect your family

Parental Locks let you restrict viewing and purchases of TV programming based on your preferences. Set a personalized 4-digit PIN and you can place locks on selected ratings, channels and titles. You can also hide adult titles from being displayed on screen.

11 play favorites

The Interactive Guide **Favorites** feature lets you quickly access the channels you've designated for that category. Just select **Favorites** from the **Main Menu** or ♥ from the **Quick Menu**.

12 how to use your cable box and VCR to record future programs

- Select the program you want to record from the **TV Listings**.
- Press **INFO** to bring up the program information screen.
- Select the ® icon from the bottom of the screen.
- Select **Record Future Program**.
- Once the cable box is set, a message will display reminding you to also set your VCR to record the program.
- Turn on your VCR and follow the manufacturer's instructions to program it to record the program.
- When the program starts, your cable box will automatically tune to the program so that your VCR can record it. After you set up a recording on your cable box, you must also set up your VCR to record, following the manufacturer's instructions. If you try to change channels while recording a program, the following message will display: "Your recording is in progress. Changing the channel will stop this recording." However, if your VCR is still on and you do change the channel, the VCR will record the new channel that you tune to.

guide symbols to know: quick menu icons

Guide Main Menu	Favorites List	Listings by Channel	On Demand Menu	Listings by Time	Pay-Per-View by Title
Search Menu	Kids Search Menu	Message Center	Digital Music Listings	Guide Setup Menu	
Pay-Per-View Listings	Sports Search Menu	Digital Recordings	Movies Search Menu	Pay-Per-View Events	

guide symbols to know: action icons

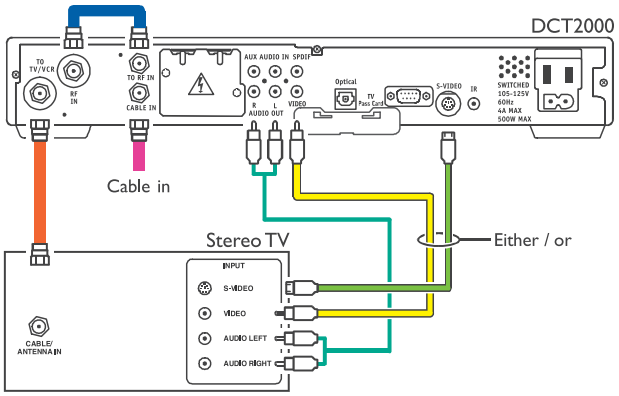
Go back to the previous screen	Record/change Record options	Display all the times the program will be airing	Save the channel in your **Favorites** list
Watch this program	Place a **Lock** on the program to restrict viewing	Set a **Reminder** for this program	Order Pay-Per-View and other pay services

Menu selections may vary by service area.

DCT 2000 receiver

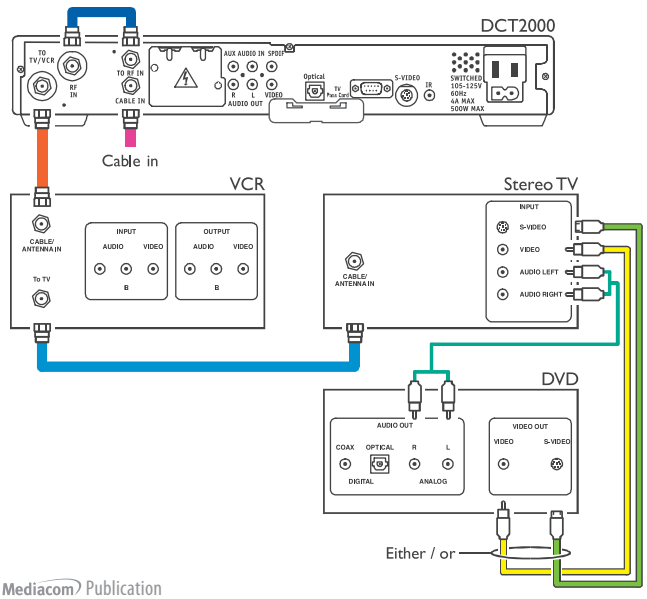
1 connecting to your digital converter

Step 1: Connect a RF coaxial cable between the cable wall outlet and the CABLE IN connector on the DCT2000.
Step 2: Connect the RF coaxial cable, supplied with the DCT2000, between the RF IN and TORF IN connectors on the DCT2000.
Step 3: Connect a RF coaxial cable between the TOTV/VCR connector on the DCT2000 and the CABLE/ANTENNA IN connector on the TV.
Step 4: Connect a stereo audio cable between the AUDIO R and L connectors on the DCT2000 and the AUDIO LEFT and AUDIO RIGHT connectors on the stereo TV.
Step 5: Connect a video cable between the VIDEO connector on the DCT2000 and the VIDEO connector on the TV or connect an S-Video cable between the S-VIDEO connector on the DCT2000 and the S-VIDEO connector on the stereo TV.



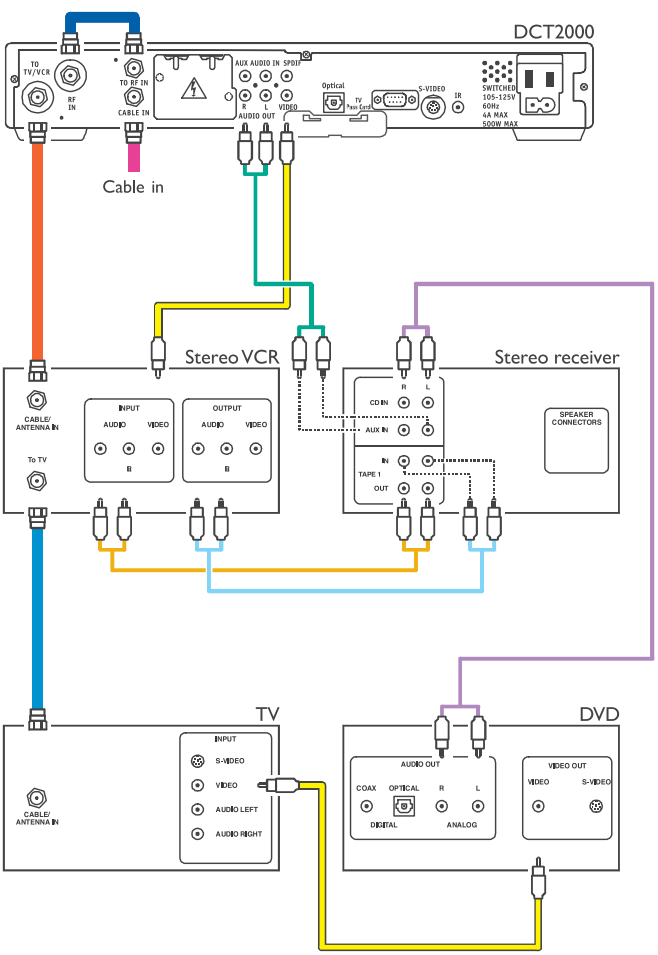
2 connecting to your VCR and/or DVD player

Step 1: Connect an RF coaxial cable between the cable wall outlet and the CABLE IN connector on the DCT2000.
Step 2: Connect the RF coaxial cable, supplied with the DCT2000, between the RF IN and TORF IN connectors on the DCT2000.
Step 3: Connect an RF coaxial cable between the TO TV/VCR connector on the DCT2000 and the CABLE/ANTENNA IN connector on the VCR.
Step 4: Connect an RF coaxial cable between the TO TV connector on the VCR and the CABLE/ANTENNA IN connector on the stereo TV.
Step 5: Connect a stereo audio cable between the INPUT AUDIO LEFT and RIGHT connectors on the stereo TV and the AUDIO OUT ANALOG R and L connectors on the DVD.
Step 6: Connect a video cable between the INPUT VIDEO connector on the stereo TV and the VIDEO OUT VIDEO connector on the DVD or connect an S-Video cable between the INPUTS-VIDEO connector on the stereo TV and the VIDEO OUTS-VIDEO connector on the DVD. This cable configuration may be used for a mono or stereo VCR because the VCR audio and video jacks are not used. DCT2000s with the home theater option offer S-Video, an output that may provide a higher level of picture quality. If your components offer S-Video connections, they may be used in place of RCA video connections.



3 connecting to your home audio system

Step 1: Connect an RF coaxial cable between the cable wall outlet and the CABLE IN connector on the DCT2000.
Step 2: Connect the RF coaxial cable, supplied with the DCT2000, between the RF IN and TORF IN connectors on the DCT2000.
Step 3: Connect an RF coaxial cable between the TO TV/VCR connector on the DCT2000 and the CABLE/ANTENNA IN connector on the stereo VCR.
Step 4: Connect an RF coaxial cable between the TO TV connector on the stereo VCR and the CABLE/ANTENNA IN connector on the TV.
Step 5: Connect a stereo audio cable between the AUDIO OUT R and L connectors on the DCT2000 and the AUX IN R and L connectors on the stereo receiver or amplifier.
Step 6: Connect a video cable between the VIDEO connector on the DCT2000 and the INPUT VIDEO connector on the stereo VCR.
Step 7: Connect a stereo audio cable between the INPUT AUDIO R and L connectors on the stereo VCR and the TAPE 1 OUT R and L connectors on the stereo receiver or amplifier.
Step 8: Connect a stereo audio cable between the OUTPUT AUDIO R and L connectors on the stereo VCR and the TAPE 1 IN R and L connectors on the stereo receiver or amplifier.
Step 9: Connect a stereo audio cable between the CD IN R and L connectors on the stereo receiver or amplifier and the AUDIO OUT ANALOG R and L connectors on the DVD.
Step 10: Connect a video cable between the VIDEO OUT VIDEO connector on the DVD and the INPUT VIDEO connector on the TV. This cable configuration may be used for a mono or stereo TV because the TV audio and video jacks are not used. To watch TV or view VCR recordings, the TV must be tuned to the DCT2000 and VCR output channel, typically 3 or 4. To watch a DVD, the TV line input must be used. DCT2000s with the home theater option offer S-Video, an output that may provide a higher level of picture quality. If your components offer S-Video connections, they may be used in place of RCA video connections.



DIGITAL

DCH 70 receiver

1 connecting your DCH receiver to an A/V receiver (audio only)

Instructions and diagrams are included for the following connections:

- A/V receiver (audio only)
- Stereo standard-definition TV (SDTV) (audio and video)
- Stereo SDTV and stereo VCR (audio and video)
- A/V receiver, SDTV, and VCR (audio and video)

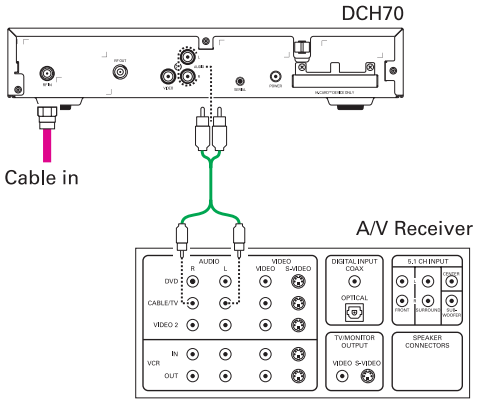
Before you move or change components on your entertainment system, review the following:

- For basic cable connections, use 75-ohm coaxial cables equipped with F-type connectors.
- Disconnect power from your equipment before connecting or changing cable connections.

connecting your DCH receiver to an A/V receiver (audio only)

Audio connections to your A/V receiver consist of:

- Stereo audio (AUDIO L and R)



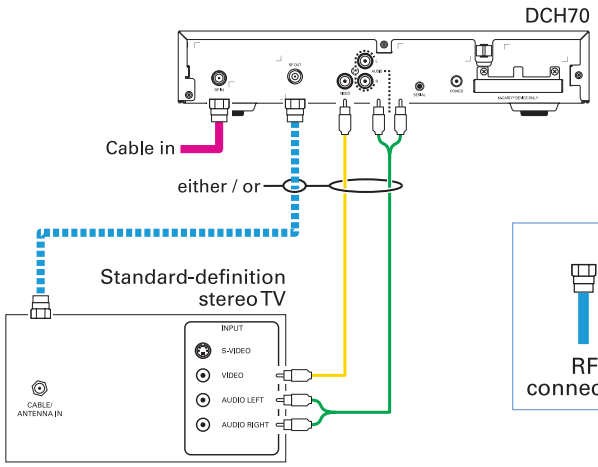
2 video connection options

The DCH receiver offers several different video connection options. Composite video and RF coaxial connections allow you to view standard-definition TV programming To determine whether your TV features RF coaxial or composite video, check the manual supplied with your TV.

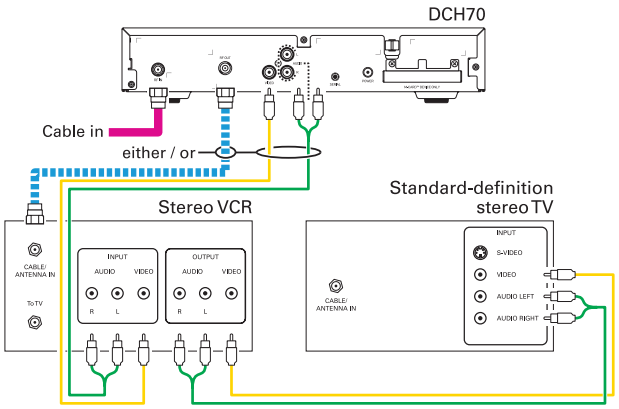
Use the guidelines below to determine the best video connection for your home entertainment system.

- The composite video connection.
- The RF Output connection with your TV set to channel 3 or 4.

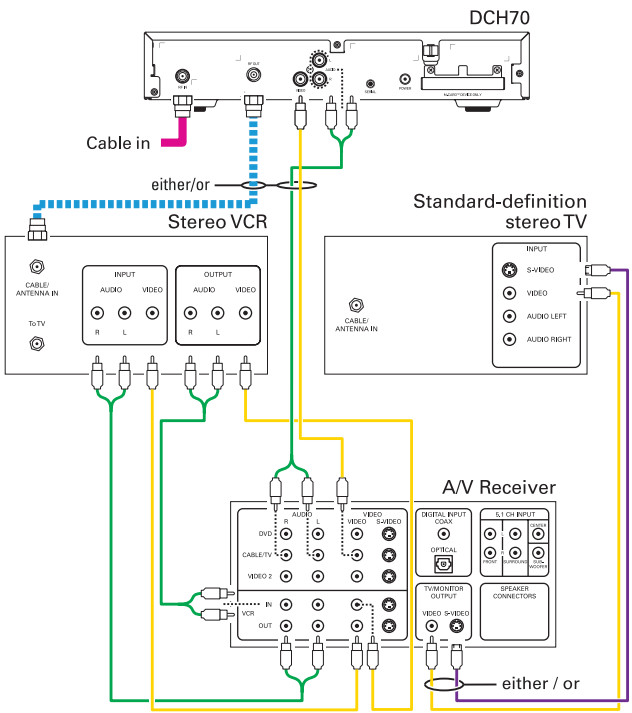
connecting your DCH receiver to a standard-definition stereo TV



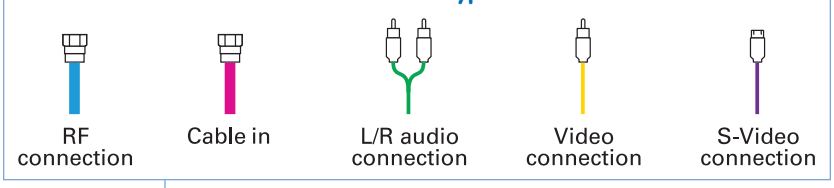
3 connecting your DCH receiver to a stereo SDTV and VCR



4 connecting your DCH receiver to an A/V receiver, stereo SDTV, and stereo VCR



connection types



troubleshooting DCH 70 receiver problems

Problem: The DCH receiver will not power on.
Possible Resolution:

- The DCH receiver may have received a software update and may not power on while the new software is being installed. Try again in a few minutes.
- Verify that the power supply is connected to the DCH receiver and an AC outlet. Unplug the DCH power supply cord from the AC outlet, plug it back in, and then press the **POWER** button.
- If the DCH receiver is connected to a switched outlet on another unit, verify that that unit is powered on. Unplug the DCH power supply cord from the AC outlet, plug it back it in, and then press the **POWER** button. Use of an unswitched outlet is recommended.

Problem: The remote control does not work.
Possible Resolution:

- Press the **CABLE** button to verify it is in cable mode.
- Verify that there are no obstructions between the remote control and the DCH receiver. Aim the remote control directly at the DCH receiver front panel, not the TV or VCR.
- The angle between the remote control and the DCH receiver may be too large. Stand in front of the DCH receiver and not too far to either side.
- Press and release operation keys one at a time, firmly and deliberately.
- Check the batteries in the remote control. Install new batteries if needed.

Problem: There is no audio when viewing cable channels.
Possible Resolution:

- Press **MUTE** on the remote control to verify the sound is on.
- If the DCH receiver audio output is connected to the TV, verify that the **MUTE** button on the TV has not been pressed.
- If the DCH receiver audio output is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and the **MUTE** button on the receiver has not been pressed.
- Verify that you have the correct cables for the audio connections.
- Verify that the audio cables are firmly connected between the DCH receiver and the audio playback device (TV, receiver, DVD player, etc.).

Problem: There is no video on the TV screen.
Possible Resolution:

- Verify that the TV is powered on and set to the appropriate input source for the DCH receiver.
- Verify that the DCH receiver is powered on and tuned to an authorized cable channel.
- Verify that all video cables between the DCH receiver and the TV are firmly connected.
- Verify that the coaxial cable feed is firmly connected to the DCH receiver and the wall jack.
- If the DCH receiver video output is connected to a home theater unit, verify that the home theater unit is powered on and set to the appropriate input source.

Problem: No closed captions display.
Possible Resolution:

- Verify that closed captions are enabled on the TV.
- Closed captioning may not be available on the current program.

Problem: There are black bars to the right and left of the picture.
Possible Resolution:

- Wide-screen TVs display 4:3 programs in this format unless set to **Stretch** (see your TV manual for information about stretching 4:3 video).

Problem: There are black bars above and below the picture.
Possible Resolution:

- Some SD programs are broadcast in the letterbox format with black bars above and below the picture. Some wide-screen TVs offer a **Zoom** feature that may be able to remove the black bars (see your TV manual for information about zooming 4:3 video).

Problem: There are black bars on all four sides of the picture.
Possible Resolution:

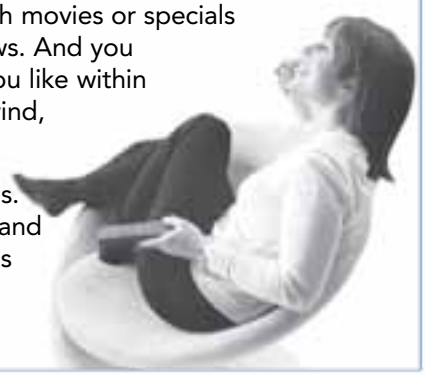
- This may occur on a 16:9 TV if the active video for an SD broadcast is in letterbox format. To confirm, wait for a commercial or look for a graphic, such as a network logo. If the commercial fills the screen from top to bottom, or the graphic appears below the active video, the program is being letterboxed by the broadcaster. You can minimize this by activating the **Zoom** feature on the TV.
- A broadcaster may include black bars on either side of a wide screen broadcast. This is called a “hybrid” aspect ratio and results in a black border surrounding the video on a 4:3 TV. Because this is part of the broadcast, the DCH70 cannot correct the video. You may be able to minimize the border using the **Zoom** feature on the TV.

it's like having your own theater

Feel like watching a movie but don't want to deal with the frustration of not finding the titles you want or the hassle of late returns? Mediacom has your solution with On Demand.

With On Demand, you can watch movies or specials whenever your schedule allows. And you can watch as many times as you like within the rental period. Pause, rewind, fast forward or watch again.

Hit movies. Special programs. When it comes to selection and convenience, nothing compares to Mediacom On Demand.



*What is Mediacom On Demand?**

Mediacom On Demand is a service that enables customer access to movies and special programs ranging from recently released blockbuster titles to timeless classics. All titles are accessible with your remote control.

What's the difference between On Demand and Pay-Per-View?

With Pay-Per-View movies, you have no control over the title you've selected once it starts playing. On Demand gives you total control over the program for a 24-hour period. That means you can pause a movie, rewind to a part you missed or simply watch as many times as you like.

What unique features and programming do I get with On Demand?

In addition to giving you total control over what you watch with features like pause, fast forward and rewind, On Demand offers the most comprehensive library of movie titles that are available for you to watch whenever you want. You can also choose from a wide selection of free programming.

What is Premium On Demand?

When you have a subscription to a corresponding digital service such as HBO, you will receive free access to their movies currently playing, plus additional library titles (older titles). There are also original series and special features available.

HBO ON DEMAND · SHOWTIME ON DEMAND · starz ON DEMAND · TNT ON DEMAND · Lifetime ON DEMAND · usa on demand

*What does an On Demand movie cost?***

Most movie rentals from On Demand are just $4.99 per title ($5.99 for HD movies), less than many video rental stores, especially when considering the "cost" of time and travel. **FreePass** selections, however, are free. In order to receive On Demand, you must subscribe to a Mediacom digital package.

How do I return to watching an On Demand program if I've changed channels?

It's easy. Just select **My Rentals** from the **On Demand Menu** and choose the program you want to resume watching. You can either start from where you left the program by pressing **RESUME** or start the program over by pressing **RESTART**.

How often are On Demand movies updated?

In order to provide you with the best possible choices, we continuously refresh our On Demand selection. Of course, films in the classics section can never be dated. Nevertheless, we rotate classic titles frequently, as well as ensure that the most recent hits are available for your enjoyment.

Can I use my DVR to record On Demand programming?

No. The movies and special programs available through On Demand cannot be recorded on a Mediacom DVR box.

Do I need to change my PIN for purchasing On Demand programs or movies?

You do not need to have a special PIN for On Demand transactions. All previously established settings and controls apply.

*On Demand not available in all areas.
**Rates subject to change for all pricing.

basic operations

1 accessing On Demand

You can access On Demand programming multiple ways, depending on your cable provider's service:*‡

- From the **Main Menu**
- From the **Quick Menu**
- From **Channel 1**
- From an On Demand tab in the **Flip Bar**

2 ordering On Demand programs

The **On Demand Menu** displays categories of programming. Use the buttons on your remote to select a category and access listings for the category or to access subcategory menus.*

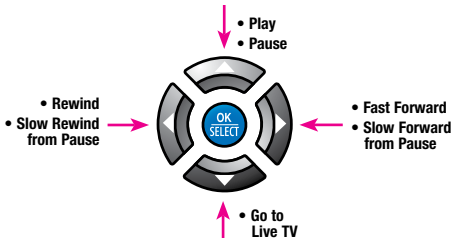
Guide Tip Select a title to access detailed information, including title length, cost, program rating and a program description.

3 buying the program

Highlight the BUY icon and follow the on-screen prompts to complete your order. If the program is available at no cost,*‡ a icon will appear instead of BUY. Your selection will begin playing immediately, and you can watch as often as you want during the period.

4 watching On Demand programs

Use your remote to pause, fast forward, rewind and stop the program. You may also be able to use the VCR control buttons available on some digital cable remotes. Remote control features vary.



basic navigation

- Yellow is always the highlight color. As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- Press the buttons to move the highlight.
- Press **OK** to make a selection.
- Press the **EXIT** button to resume watching TV.

5 On Demand menu

If you have stopped a program and want to come back to it later, select **My Rentals*** from the **On Demand Menu**.

- Highlight and select a title to see an informational screen that displays your remaining rental time and other program details.
- Select to start watching where you left off or select to start the program from the beginning.
- Watch as many times as you want within the rental period.

You can also find rented titles in other On Demand listing screens. A checkmark appears in the **Instant Information** to identify it as a rented program.

Guide Tip If a **Reminder** appears during an On Demand program you are watching, you can accept the reminder and tune to the program, which stops the program. To return to your On Demand program later, access it from your list of rented titles and press **RESUME** or **RESTART** from the beginning.

guide symbols to know: On Demand action icons

- Go back to the previous screen
- Order the program or cancel an ordered program
- Tune to a program (for free and subscription programming)
- Preview
- Place a **Lock** on the program to restrict viewing
- Resume play of the video (appears for purchased videos)
- Restart the video from the beginning (appears for purchased videos)
- Delete the title from your rented titles list (appears for purchased videos)
- Indicates the program is available as a package
- Cancel selection

*On Demand not available in all areas. On Demand programs may not be recorded with DVR (if available).
‡ If available from your cable provider

TV on your terms

Life's busy. Life's demanding. And, interestingly, life doesn't typically conform to the schedules determined by television programmers. Traditionally, this has meant having to miss favorite programs when time hasn't allowed you to be at home in front of the TV.

Fortunately, there's Mediacom Digital Video Recording (DVR). With DVR, you can record hours of programming and watch whenever your schedule allows. Plus, DVR gives you the power to pause and rewind what you're watching. You can even pause live programming.

DVR gives you the power to control what and when you watch – all from your remote.

What can I do with DVR?

DVR provides you with the ability to record your favorite programs all season long, in addition to allowing you to pause and rewind live TV. You can even set **Reminders** so you don't miss shows you want to watch.

How easy is it to use?

Using your DVR is easy. When you want to record a program, select the **RECORD** button. When you want to pause TV, select the **PAUSE** button.

How many hours of TV can I record?*

Recording capacity depends on the video format that is being used. For digital programs, you have approximately 80 hours of storage space, and with high-definition you have approximately 25 hours.

How long can I keep my recordings?

You can keep your favorite programs as long as you want. But remember, recording space is limited, so you may need to delete programs on occasion to make room for more.

What are the advantages to having a dual-tuner DVR?

With a dual-tuner, you can watch one program while recording another. You can even record two of your favorite programs at the same time.

What equipment do I need to get started?

You will need an HDTV/DVR converter box and a remote. It is virtually the same size as a DVD player and can be conveniently placed on top or near your TV.

Can I record On Demand and Pay-Per-View programs?

On Demand content cannot be recorded with your DVR. You may record Pay-Per-View programs like any other program.

How long can I pause live TV?

You can pause up to 90 minutes of standard TV programming; less with HD programming.

Can I watch a program while I'm recording another?

You can watch a previously recorded program while you are recording a live program by accessing the DVR menu. However, if you change channels, a screen will appear asking you to confirm this channel change and stop the recording.

Can I program my DVR to record every episode of a specific show?

Your DVR will allow you to schedule recordings based on a program airtime and channel. You can also set a repeat recording, such as every day or once a week.

Can I receive and record programs in high-definition with my DVR?

Yes! As long as you have the DVR connected to a high-definition television (HDTV), you can watch HDTV programming as well as record it on your DVR.

On occasion, a recording starts a minute or two after the program has begun. Why?

The DVR timer is synchronized with the program guide. If a broadcaster starts the program a minute earlier than the program guide's scheduled time, the DVR will miss that first minute. You can program the DVR to start early by adjusting your **Recording Options**.

How will I know when I'm almost out of recording space?

A message will appear on screen advising you when recording space is low (80% full) or full. Note that if you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from **My Recordings**. You can also manually delete recordings and set your DVR to automatically delete recorded programs when space is needed.

* Recording capacity varies.

1 manually schedule a recording

Step 1: From the **Main Menu** or **Quick Menu**, select **DVR**.
Step 2: Select **Set a Recording**.
Step 3: Enter the start and end time for the recording, enter the day to record and select ☑ to confirm.
Step 4: Select the channel you want to record and you're set to go.

2 one-touch record

Press **RECORD** ● on your remote at any time while watching TV or while navigating through the guide. Recording begins immediately at the point you press **RECORD** ● for programs currently airing. You can automatically schedule recordings for programs starting at a later time or date by pressing **RECORD** ● while in the listings. Recording will start at the program's scheduled start time.

3 recording starting notice

Before a scheduled recording begins, a notice will appear on screen giving you the opportunity to confirm or cancel the scheduled recording. The DVR will automatically tune to the channel and begin recording at the time you schedule it to start. Live TV programming that has been temporarily recorded will be erased once the scheduled recording starts.

Guide Tip Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording.

4 record two programs at once‡

While Watching a Show:

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

from the guide:

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording
- Highlight the second program.
- Press **RECORD** to set up the second recording.

5 record a series‡

Your DVR lets you record multiple episodes of a program according to your preferences. You can set the DVR to record only new (first run) episodes, first run episodes and repeats or all episodes.

When you set a recording from a **Series Program Information** screen, you'll have an additional icon on the preceding **Recordings Overlay**. Choose this **Create a Series Recording** icon to specify your **Series Recording Options**.

- Select the episode type to record, such as **First Run Only**, **First Run and Repeats** or **All Episodes**.
- Specify how many recordings to save.
- Specify how long to save the recording – until you erase it or until space is needed.
- To access advanced series setup features, like adding minutes to the start and end times, and specifying which channels to record, select the **Recording Options** icon to review all options.

Your series recordings will appear in the **My Recordings** list with the show titles as their labels. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the ◄ ► buttons on your remote to **View By Date**, **View By Channel** or **View By Title**.

You may also modify the priority assigned to a series using the **Series Priority List**.

‡ Features may vary by digital set top equipment type. Remote control functions and menu selections vary by area. Recording capacity varies by video source. Not all remote controls are equipped with **Instant Replay**, **SWAP** and **LIVE buttons**.

6 modifying recording options

Your DVR gives you flexibility to manage your personal video library. You can change your **Recording Options** at any time, as often as you like. From the **Main Menu**, select **DVR**; then select **Future Recordings** to see a list of your scheduled recordings. Highlight a program title and press **OK** or **INFO**.

Select the ● from the program information screen. Select 🔧 to change the **Recording Options**, or select ✕ to delete this program from your list of **Future Recordings**.

Use the ◄ ► ▲ ▼ buttons on your remote to change **Recording Options**:

- Change the frequency of the recording, such as every day or once a week.
- Specify how many recordings to save.
- Set a **Save Until** parameter, either until you delete or automatically when space is needed.
- Change the start and end times in order to catch every minute of a program, even if it runs over.

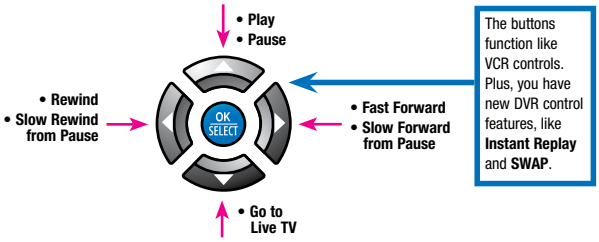
delete programs

From the program information screen, select ✕ to delete the recording, or select ! to modify the **Delete Priority**. For example, you can tell the guide to delete the recording when space is needed.

basic operations, continued

7 playback controls

You can play back your video recordings using the video control buttons.


• Play
• Pause
• Rewind
• Slow Rewind from Pause
OK SELECT
• Fast Forward
• Slow Forward from Pause
• Go to Live TV
The buttons function like VCR controls. Plus, you have new DVR control features, like **Instant Replay** and **SWAP**.

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes.
No more missing the climactic scene of a movie or the winning play of the game!
For programs you are watching live, your DVR will remain in pause for up to 90 minutes.*
Press **PLAY** to resume normal play of the program.

8 playback controls with status bar

Status Bar

The Status Bar appears whenever you pause, rewind or fast forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the length of other programs available in the buffer. Red indicates that you are watching a recording in progress.

pause

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your DVR will remain in pause for up to 90 minutes. Press **PLAY** to resume normal play of the program.

rewind

Want to review a portion of your live show? It's a snap with DVR. Press **REWIND**. Press it again up to 4 times to increase the rewind speed. **REW**, **REW2**, **REW3** and **REW4** will appear on screen. **REW** is the slowest setting and **REW4** is the fastest. Press **REWIND** a fifth time or press **PLAY** to resume normal play.

fast forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program. Press **FAST FORWARD** to move forward in the program. Press it up to 4 times to increase the fast forward speed. **FF**, **FF2**, **FF3** and **FF4** will appear on screen. **FF** is the slowest setting and **FF4** is the fastest.

NOTE: You can only fast forward up to the point of live broadcast.

9 playback controls

slow motion

Ever wonder what the referees are looking at when they review a controversial play? Your DVR is equipped with slow-forward and slow-rewind functions to give you crisp and clear slow motion images.

- To activate slow-forward, press **PAUSE** and then **FAST FORWARD**.
- To use slow-rewind, press **PAUSE** and then **REWIND**.
- To return to regular speed, press **PLAY**.

instant replay

With Instant Replay,* you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE** ◀ or **REPLAY** on your remote to replay the last 15 seconds. Press **PAGE** ◀ or **REPLAY** repeatedly to continue skipping back in 15-second increments.

return to live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press ▼ or **LIVE TV**.*

SWAP

Because your DVR has two tuners, it can buffer (temporarily record) two different programs at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote.

The **SWAP** button allows you to toggle between two live programs while retaining control of both.

- Press **SWAP**.
- Select an alternative program by changing the channel.
- Press **SWAP** again to toggle between the two.

NOTE: The **SWAP** button is the key to keeping the buffer for both programs. If you change channels without using **SWAP**, you will lose the buffer.

* Some remotes are equipped with **Instant Replay** and **LIVE** buttons.

10 view programs stored in your personal library

Step 1: From the **DVR Menu**, select **My Recordings**. Use the ▲ ▼ buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** to select the program.

Step 2: From the **Information Screen**, select ▶ to resume play from where you left off or select ⏮ to restart from the beginning.

guide symbols to know: DVR action icons

- Go back to the previous screen
- Play the recording
- Start the recording from the beginning
- Delete the program from **My Recordings**
- Change the **Delete Priority Rule**
- Place a **Lock** on the program to restrict viewing

NOTE: Some remotes are equipped with **Instant Replay**, **SWAP** and **LIVE** buttons.

* Recording capacity varies.
† Service may not be available in all areas.
‡ Features may vary by digital set top equipment type. Remote control functions and menu selections vary by area. Recording capacity varies by video source. Not all remote controls are equipped with **Instant Replay, SWAP** and **LIVE** buttons. HDTV programming not available in all areas.

whole house DVR

With the Mediacom Whole House DVR you can record a program in the family room and watch it later in the bedroom. Or, start watching it in the basement, press PAUSE and finish the show in the living room. Everything you record can be watched from any DVR in the house. Even play the same show on two different DVRs without interference. It's a smarter, more convenient DVR everyone will enjoy.

DC900x

Denali

How does My Network differ from My DVR?

You use the **My Network** screen to share your recorded content around your home. At any of your client set-tops you can see a list of recordings made anywhere in your home. The **My DVR** screen, displayed when you press the **My DVR** (or **List**) button on your remote, shows only recordings you have made at the client set-top where you currently are.

Displaying the My Network screen

If your remote has been programmed for Home Content Sharing (HCS), you can simply press the B button. Or you can:

1. Press the **Menu** button on the remote to display the Quick Menu.
2. Press the ▸ button until you highlight ★, then press **OK/Select**.

The **My Network** screen appears on your TV, showing a list of **all** your recorded programs. Use the ▲ ▼ button to highlight the recording you want, then press **OK/Select**. **Note:** The **My Network** shortcut from the Quick Menu may not be available on your on-screen guide.

How do I sort the titles of recordings?

You can sort the list to view your recordings alphabetically by title, by date, by channel or by client set-top. The type of 'view' is shown above the list, where you can also see how full your DC900X storage is, as a percentage. In the bottom corner of the screen you can see how many recordings are stored. Use the ◂ ▸ button to cycle through the four 'view' options.

How do I watch shows recorded by Home Content Sharing (HCS)?

Press the ◂ ▸ button until your recordings are listed by client set-top ('view by client' is above the list). Then press the ▼ button until the part of the list for the client you are interested in appears.Your client set-tops are currently listed as a number, but in the future you will be able to give them names such as 'family room' or 'bedroom.'

How are folders used?

If you record a series of shows with the same title, they are shown in your recordings list as a single title with a folder symbol in front of it. Folders are available only on the 'View by title' screen and a folder counts as one recording in the number at the bottom of the screen. To open a folder to see a list of the individual recordings in it, use the ▲ ▼ button to highlight the folder you want, then press **OK/Select.** Then use the ▲ ▼ button to highlight the specific recording you want. Use the ◂ button to close the folder. If you want to bulk-delete a whole folder of recordings, you can simply highlight the folder you want to delete then press the **C** button (provided that you have programmed your remote control for HCS).

Discovery Networks

you won't believe your eyes and ears

Ready to take your television viewing experience to the next level? That's what you get with High-Definition TV from Mediacom. HDTV delivers the most vivid possible picture, so real that the images on the screen seem to be right in front of you. This imagery is reinforced by crystal clear, digital audio that delivers every possible sound.

With a bigger picture, better resolution and the best possible audio, HDTV is truly the future of television.

What's the visible difference between HDTV and our current television system?

One word – resolution. Television images are actually composites of many horizontal lines. More lines mean better picture quality. Regular televisions feature a maximum of 480 interlaced lines in the picture. HDTV uses 720 to 1080 lines, allowing viewers the opportunity to see more detail than ever before, such as specks of color in an actor's eyes.

Will I be able to see more of the picture with HDTV?

Absolutely. HDTV's widescreen format is a 16:9 aspect ratio – just like a movie theater. This widescreen format creates a panoramic effect for the viewer, conveying more scenery and action. By comparison, a standard TV has an aspect ratio of 4:3.

What's the difference between HD-capable and HD-ready TVs?

Today, HDTV is available in two forms: HD-ready and HD-capable. HD-ready sets have built-in HDTV receivers. This built-in receiver, however, is not compatible with Mediacom's HDTV receiver/converter. HD-capable sets are, essentially, monitors that require an external receiver/converter. In both cases, a Mediacom HDTV digital converter is required.

Why doesn't the picture always display in full screen when I'm tuned to a high-definition channel?

Not all programs are in high-definition format; therefore, programs will not always be full screen. Not every show currently broadcast by an HD station is in HD format. You can assume that if you are getting a picture on the HD channel, your equipment is functioning properly. You may want to check your HD monitor (TV set) settings (consult the HD monitor's user manual).

Will I be able to view closed captioning with HDTV Service?

To enable closed captions on the HD set top you must access the **On-Screen Menu**. Begin by powering **ON** your HDTV and powering **OFF** the set top box. Press the **MENU** button on either your Mediacom remote or the set top box front panel to call up the **On-Screen Menu**. You may use either the front panel or the remote to navigate the display. Arrow down to the **Closed Caption Menu** option. Use the right arrow button to select the option to enable closed captions. Press the **POWER** or **MENU** button to exit the menu and save your settings.

What HDTV programming does Mediacom offer?†***

Mediacom customers who have an HDTV with a digital tuner can receive their local broadcasters* in HD at no additional charge.

Mediacom Digital customers with an HD converter can receive ESPN HD, ESPN2 HD, HD Theater, TNT HD, TBS HD, CNN HD, WGN HD, A&E HD, History Channel HD, USA HD, SyFy HD, HGTV HD, Food Network HD, FX HD, Speed HD, Discovery Channel HD, TLC HD, Animal Planet HD, Lifetime HD, Fox News HD, Cartoon HD, CNBC HD, Bravo HD, BTN HD, Comcast Sports Net HD, Fox Sports Net HD and their regional sports networks* in HD at no additional charge.

If you subscribe to HBO, Showtime or Starz premium services, you receive their HD channels at no additional charge.

An optional $6.95 package of HD service (HD Pak) consists of Smithsonian HD, Universal HD and MGM HD*.

Where can I find an HDTV set top box user manual?

You can read and print off an HD manual at our website, **MediacomCable.com.**

How do I get started?

Simply call Mediacom to schedule an appointment for home installation at **855-MEDIACOM.**

* Not all services are available in all areas.
† HDTV programming is limited to the programming provided by Mediacom in HDTV format by the programming provider and is subject to change.
** Rates subject to change for all pricing.

1 getting started

To begin using your HDTV service, turn on power to both the set top box and your HDTV:

Step 1: Using the Mediacom remote, turn on the set top box by pressing the **CABLE** button to set it in cable mode, then the **POWER** button.
Step 2: With the Mediacom remote, turn on the HDTV by pressing the **TV** button, then the **POWER** button, or, using your HDTV remote, follow your TV manufacturer's instructions for turning on your HDTV.

NOTE: Not all TVs are compatible with the Mediacom remote.

2 to view a high-definition channel

Step 1: On your TV's remote, press the **VIDEO INPUT MODE** button (refer to your TV's manual for clarification) as necessary until you reach the HDTV Video Input noted on the previous page.
Step 2: On the Mediacom remote, press the **CABLE** button to set the remote in cable mode.
Step 3: Use the remote to access high-definition channels in any of the following ways:
a. Press the **CHANNEL UP/DOWN** buttons to scroll to a high-definition channel.
b. Press the applicable number keys to go to a specific channel number.
c. Browse, using the **Interactive Program Guide** (IPG).

3 important safety instructions

Ventilate

The high-definition set top box has been designed to operate reliably in a well ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked by placing the product on a bed, sofa, rug or similar surface. The unit should be positioned with at least two inches of space above and on all sides.

Safety Instructions

Step 1: Position the set top box with at least two inches of space above and on all sides.
Step 2: Do not block the slots and openings in the set top box.
Step 3: Do not place anything on top of the set top box.
Step 4: Do not position the set top box in an enclosed space that would restrict air flow around the unit.
Step 5: Do not position the set top box near any external heat source that could raise the temperature around the unit.

4 important information about your HDTV display

letterboxing

In a similar fashion, when wide-screen (16:9 aspect ratio) content is transmitted to a 4:3 TV screen, the content provider may add black margins on the top and bottom of the screen to ensure that the entire width of the picture is visible. This is known as "letterboxing."

sidebars

When a standard-definition program is viewed on a wide-screen HDTV, the HDTV may center the image on the screen with black, gray or white margins (known as sidebars) on either side in order to retain the 4:3 aspect ratio.

5 avoiding sidebar or letterbox famage (burn-in)

Persistent viewing of programs with sidebars or letterboxing over long periods of time may degrade the picture quality of your HDTV by reducing your HDTV's ability to display colors evenly across the screen.

With your TV's remote, press the **FORMAT** (aspect ratio) button (if available) as needed, stretching or zooming to adjust the picture display until any black (or gray/white) sidebars are eliminated.

Since letterboxing is done by the content provider, letterboxed programs cannot always be completely zoomed to fill the screen. (See your TV's manual for details.) Pausing DVDs or videos for extended periods of time can also cause burn-in. Mediacom will not be held responsible for any burn-in on your HDTV set.

the on-screen menu

Use the **On-Screen Menu*** to tailor your HD set top box to the capabilities of your HDTV. This allows the HD set top box to automatically optimize both standard and high-definition video, based on your HDTV and personal preferences. To access the **On-Screen Menu**, power **ON** your HDTV and power **OFF** the HD set top box. Press the **MENU** button on either your remote control or the HD set top box front panel to call up the **On-Screen Display**.* You may use either the HD set top box front panel or the remote control to navigate the display.

- The arrow on the left indicates the position of the cursor.
- Press the ▲ and ▼ buttons to select the setting you wish to change.
- Press the ▶ button to select an option for that setting.
- To exit the setting and move to another setting, use the ▲ and ▼ buttons.
- Press the **POWER** or **MENU** button to exit the menu and save your settings.

TV type

The first user setting is **TV TYPE**. Your selection tells the HD set top box what type of TV you have and how you prefer to watch widescreen programming.Your choices are 16:9, 4:3 Letterbox or 4:3 Pan Scan.

- Choose 16:9 if you have a wide screen HDTV.
- Choose 4:3 Letterbox if you have a standard TV and you prefer to watch widescreen programming in its original aspect ratio.
- Choose 4:3 Pan Scan if you have a standard screen TV and you prefer that widescreen programming is cropped to fill your screen. Think of this last choice as watching a theater-style movie that has been reformatted to fit your standard screen TV.

y pb pr output

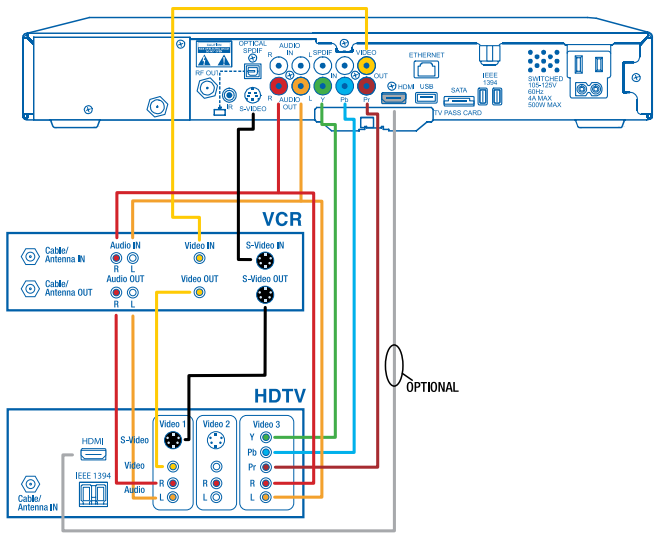
Next, use the down arrow to select **Y Pb Pr OUTPUT**. This setting indicates the picture resolution you prefer when watching high-definition programming. The choices, listed in order of highest to lowest picture resolution, are 1080i, 720p, 480p and 480i. Your selection will depend on which format(s) your HDTV supports. To maximize your high-definition viewing experience, refer to your television set owner's manual and use the ▶ button to choose the setting that indicates the highest picture resolution that your television will support.

4:3 override

Finally, use the down button arrow to select **4:3 OVERRIDE**. By selecting 480i or 480p, you are telling the HD set top box to send standard-definition programming to your TV in its original broadcast format. Select **OFF** and the HD set top box will default to the resolution selected in the Y Pb Pr OUTPUT setting above. To exit and save changes, press the **POWER** or **MENU** button. For more details on configuring your HD set top box output settings, including setting closed caption preferences, see the Motorola HD set top box user guide or visit Motorola.com/broadband.

*If the **On-Screen Menu** does not appear on your HDTV screen, your TV may not support the default, standard-definition setting (480i). Use the HD set top box front panel LED to view and change your settings.

7 connecting the HD/DVR set top box to a high-definition TV and VCR



If you intend to use a standard stereo VCR, use this configuration to watch both HD and standard-definition video on your HDTV, as well as record and play standard-definition video via your VCR.

WARNING: Do not plug in the set top box power cord into a wall outlet until you have completed ALL connections between the DCT and other components.

You will need the following connector cables:
- 1 set of two-pronged red & white RCA-type audio cables
- 2 sets of "Y" audio splitter cables
- 2 S-Video cables

– OR –

- 2 sets of single-pronged RCA-type video cables

NOTE: The inputs/outputs on your specific VCR and HDTV determine which video cables you will need. If your VCR and HDTV accepts S-Video, this should be your first choice, as it is considered the higher standard-definition video output.

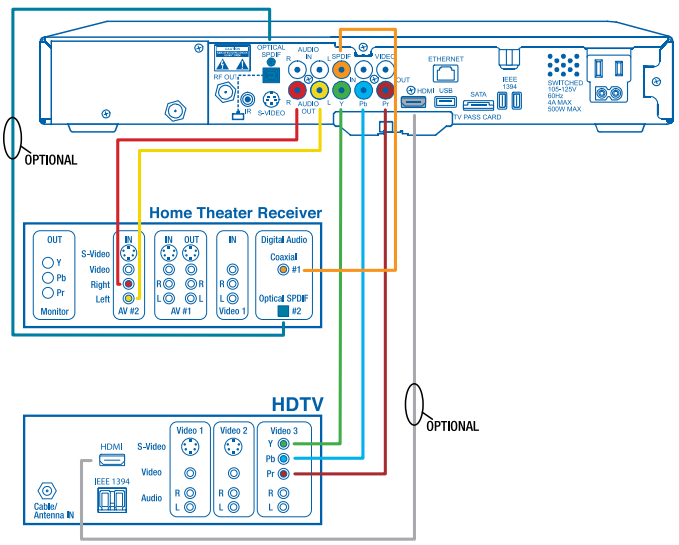
Step 1: Using the coaxial cable from an active wall outlet, connect the cable to the CABLE IN coaxial input on the set top box.
Step 2: Locate the Y Pb Pr inputs on your HDTV and the Y Pb Pr outputs on the set top box. (These connectors are color-coded on the set top box as follows: Y = green; Pb = blue; Pr = red. Colors may vary on your HDTV.)
Step 3: Using a three-jack component video connector, connect the Y output on the set top box to the Y input on your HDTV. Do the same for the Pb and Pr connections.
Step 4: Connect the single connector end of a Y audio splitter cable to AUDIO OUT R (red) on the set top box. Insert the other ends into AUDIO IN R on your VCR and AUDIO IN R on your HDTV.
Step 5: Use the second splitter cable to connect AUDIO OUT L (pink) on the set top box to the AUDIO IN L connections on both the VCR and the HDTV.
Step 6: Use the two-pronged RCA cable to connect AUDIO OUT L & R on your VCR to AUDIO IN L & R on your HDTV.
Step 7a: Using an S-Video cable, connect the S-VIDEO output on the set top box to the S-VIDEO IN on your VCR. Then use the second S-Video cable to connect the S-VIDEO output on the VCR to S-VIDEO IN on your HDTV.

– OR –

Step 7b: Using your single-pronged RCA-type video connector cable, connect the VIDEO OUT (yellow) connector on the set top box to the VIDEO IN connector on your VCR. Next, use the second single-pronged RCA-type video connector cable to connect the VIDEO OUT connector on your VCR to the VIDEO IN connector on your HDTV.

NOTE: You will need to purchase all other cables if you choose to use the optional outputs on the HD set top box such as the HDMI and OPTICAL SPDIF outputs.

8 connecting the HD/DVR set top box to a high-definition TV and home theater



Using this illustration, you can connect a stereo or home theater receiver to take full advantage of the set top box's rich digital audio features. To integrate a VCR or DVD player with a home theater receiver, consult the equipment manufacturer's manual provided with the equipment.

WARNING: Do not plug in the set top box power cord into a wall outlet until you have completed ALL connections between the DCT and other components.

There are three options to configure your audio connection to include your home theater. Select the setup that matches the audio inputs on your home theater receiver. Options 1 and 2 are of equal sound quality. Option 3 is of lesser quality.

OPTION 1 – Optical

Step 1: Follow steps 1 through 3 in basic operation 7.
Step 2: Locate the OPTICAL SPDIF output on the set top box and the OPTICAL SPDIF input on your digital home theater receiver. This input may also be labeled "Toslink" on your digital home theater receiver.
Step 3: Using an optical audio connector, connect the output on the set top box to the input on your digital home theater receiver.

OPTION 2 – RCA-Type Digital Audio

Step 1: Follow steps 1 through 3 in basic operation 7.
Step 2: Locate the orange RCA-type SPDIF output on the set top box and the RCA-type SPDIF or digital audio input on your home theater receiver.
Step 3: Using a single-pronged RCA-type audio connector, connect the output on the set top box to the input on your home theater receiver.

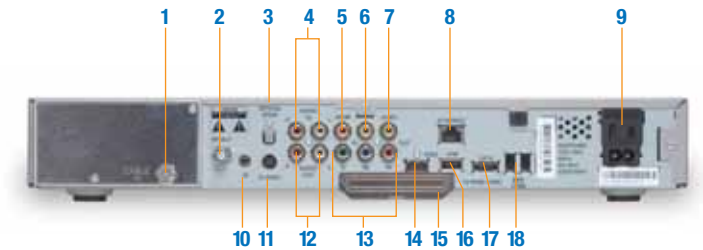
OPTION 3 – Baseband Audio Connector Cables: two-pronged RCA-type audio cable (red and pink)

Step 1: Follow steps 1 through 3 in basic operation 7.
Step 2: Locate the AUDIO OUT L (pink) and R (red) outputs on the set top box and the AUDIO IN L & R inputs on your HDTV.
Step 3: Using a two-pronged RCA-type audio connector, connect the L & R outputs on the set top box to the L & R inputs on your HDTV. Remember L will go to L, and R will go to R.

NOTE: When using your audio receiver, it is recommended that you mute or turn down the volume on your TV.

9 HD/DVR set top box back panel

The rear panel of the set top box consists of three types of interfaces: audio, video and data. The following information describes each connection and its use.



Key	Description
1. **Cable In**	This connector receives the incoming signal from your cable service provider.
2. **RF Out**	RF video output.
3. **Optical SPDIF**	The OPTICAL SPDIF connector is an SPDIF optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT to a stereo tuner or A/V receiver to provide surround-sound, theater style audio.
4. **Audio In***	L and R (left and right) RCA connectors for loop-through audio from audio equipment.
5. **SPDIF**	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
6. **Video In***	RCA type video input from a TV, VCR, camcorder, or other device.
7. **Video Out**	RCA type video output to a VCR or TV.
8. **Ethernet***	Ethernet 10/100Base-T port.
9. **AC Power**	AC power connector: • The bottom plug is an input for the AC power cord. • The top plug is a switched power outlet for a device such as a TV or VCR.
10. **IR**	This connector enables the DCT to control a VCR while recording a selected program. Not all electronic program guides support this feature.
11. **S-Video**	This connector is used to deliver high-quality, standard-definition video to external devices that accept S-Video inputs, such as a high-end VCR or TV.
12. **Audio Out**	L and R (left and right) RCA type stereo audio output jacks.
13. **Y Pb Pr**	These connectors are used to deliver component video to an HD-ready TV or monitor. Though capable of delivering standard-definition video to your TV or monitor, these cables are necessary to deliver high-definition video.
14. **HDMI**	HDMI video output to an HDTV (can connect to a DVI input using an HDMI-to-DVI converter cable).
15. **TV Passcard**	TV passcard interface.
16. **USB***	USB 2.0 connector for devices such as keyboards, joysticks, scanners, disk storage, PCs, printers, or digital cameras.
17. **SATA***	Connector for optional external hard drive.
18. **IEEE 1394***	IEEE 1394 connector for connecting to audio and video devices such as a DTV.

*These connectors are not currently enabled.

10 troubleshooting tips

general troubleshooting tips

- Properly plug your television and HD set top box into an electrical outlet. (If a light switch controls the outlet, make sure it's turned on.)
- Make sure all cables are properly connected and connections are finger tight.
- Make sure power indicator light on the set top box is on.
- Make sure TV power is on and the TV is tuned to channel 3 or the correct video input.
- If your setup includes a VCR and/or stereo, make sure they are properly connected to the set top box.

blue screen or other VCR-related problems

- Make sure your VCR is tuned to channel 3 or to the correct video input.
- Press the **TV/VCR** button on your VCR.

absence of graphics, closed captions, or program guides on the TV screen

- The HD set top box cannot generate graphics on all video outputs at all times.
- If the HD set top box is set to 1080i, 720p, or 480p output format, graphics are only available on the high-definition video outputs (DVI and component video).
- If the HD set top box is set to 480i, graphics are available on all video outputs.
- If the HD set top box is connected to a standard-definition TV, verify that the HD set top box is configured to use the 480i output mode.

interactive guide with no program listing

- Disconnect the power cord from the electrical outlet and wait at least 10 seconds. Plug the power cord back into the electrical outlet to begin reloading the interactive guide information. This will take about 30 minutes to complete. While the guide is reloading information, you will be able to watch TV and change channels with your remote, but on-screen programming listings will not be available until the reloading process is complete.

no sound

- Verify that the mute function has not been activated on your TV and/or HD set top box.
- Make sure the volume is turned up on your TV or home theater system.
- If you are using a stereo receiver or home theater system, verify that the audio connections are correct.

blank screen or snowy picture

- If you are using the cable TV/RF input, make sure your TV and/or VCR are tuned to channel 3.
- If you are using the line/RCA inputs, make sure your TV and/or VCR are tuned to the correct line input.

more troubleshooting help

- If you need additional help, please call Mediacom at **855-MEDIACOM.**

Mediacom Premium HD Services*

HBO HD · themoviechannel HD · SHOWTIME HD · starz HD

Mediacom HD Family Cable*

TNT · Velocity HD · HGTV HD · MTV HD · A&E HD · Syfy · History HD · food network HD · E! HD · WGN America · tbs in HD · USA HD · nick HD · ESPN HD · ESPN2 HD · FOX HD · FOX News HD · FX HD · HDTV · Speed HD · ABC HD · CBS HD · HLN HD · Comedy Central · CNN HD · FSN HD · TLC HD · Animal Planet HD · FSN HD · Discovery HD · Lifetime HD · CN HD · HD by Bravo · Comcast SportsNet HD · CNBC HD+ · Big Ten Network HD · truTV HD · VH1 HD · SPIKE · msnbc HD · CMT HD

*Not all channels available in all areas. Channels subject to change. Channels must originate in HD Format to be displayed in HD. HD Pak rates are separate monthly fees and require a subscription to Family Cable. Premium services require monthly subscription.

enhance your web experience with high-speed internet service

With the speed and convenience of Mediacom always faster internet services, the whole family can surf the web. Whether it's researching for school, downloading audio files or emailing pictures to friends and family, Mediacom makes it easy.

What are my Mediacom Online options?

Mediacom Online is a high-speed Internet service enabling customers to download at speeds of up to 12 Mbps. There is no dialing in, which frees up your phone line and allows a constant Internet connection.

With **Mediacom VIP Online**, you can get Digital Cable, Phone and Mediacom Online, and a speed upgrade to 15 Mbps as a bonus.

Mediacom Online MAX is a high-speed Internet service with download speeds of up to 20 Mbps and upload speeds up to 2 Mbps. Mediacom Online MAX is a super speedway for gaming and downloading large files. This service is packed with premium features, including a wireless router for multiple connections in the home and branded premium content.

What are the computer requirements for Mediacom Online services?

- Windows® 2000, 2003, XP, Vista, Windows 7
- 256 MB RAM
- 50 MB of hard drive space
- 200 Mhz processor

What are the most recent online product offerings Mediacom has available?

Mediacom Home Networking is now available and allows your whole family to surf the internet through a single connection at the same time.

Why should I consider a home network?

- To save money by sharing a single internet connection.
- To share a printer among several computers.
- To access files easily from your networked computers without having to email or copy them.
- To play networked or internet-ready video game consoles, like Xbox®.
- To protect your computers and files with built-in firewall security.

How is home networking configured?

A home network is configured by first connecting a cable modem to a cable outlet. Then a router connects to your cable modem and distributes the signal to other devices to share the connection, files, printers and/or internet-ready game consoles. The router also acts as a firewall to protect your home network and files from outsiders. In new devices, the router and cable modem are integrated into one easy-to-use device.

Are there any unique benefits I'll receive from Mediacom Online or Online MAX?

Mediacom Online's premium content includes access through MediacomToday.com for local news and information, free internet music from Spotify, exclusive access to ESPN3.com and ABC News Now.

With Mediacom Online MAX, your premium content options expand to include something for everyone in your family. Mediacom Home Networking* is automatically included with Mediacom Online MAX 20 Mbps service.

Mediacom Online is officially listed on the Xbox® LIVE compatible support website, www.xbox.com. The Xbox® LIVE service allows a subscriber with an Xbox 360® video game console to play interactive games with others over the internet.

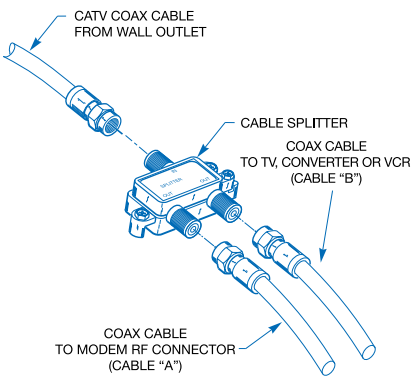
If I have questions, whom do I call?

Customer Support (24 hours a day/7 days a week): **866-452-4747.**

* Home Networking service rate is a separate monthly fee and requires a subscription to Mediacom Online. (Included in Mediacom Online MAX subscriptions.) Service is available to residential customers only. Customer is responsible for additional customer premise equipment and operating system required for Internet access service. Installation fees are applicable and vary upon the number of devices networked. Subscribers must agree to and comply with Mediacom's applicable subscription terms and policies. Other charges, conditions, requirements and restrictions may apply. Service may not be available in all areas. All rates and services are subject to change. Federal, state and local taxes, governmental regulatory fees and surcharges, franchise, copyright fees and other charges, if any, are additional. Call your local Mediacom office for complete details. Mediacom is a registered trademark of Mediacom Communications Corporation. Xbox® is a registered trademark of Microsoft Corporation.

quick install guide

1 install the splitter

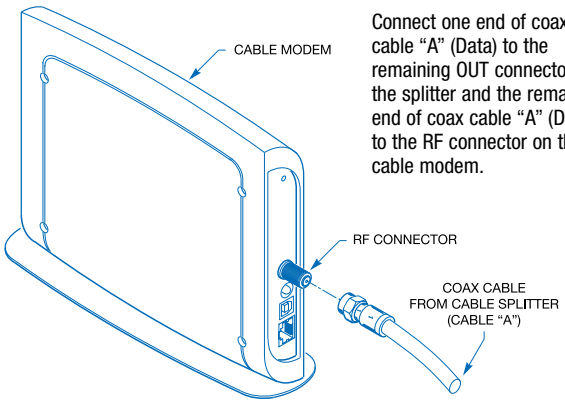


Step 1: Disconnect your CATV coaxial cable from your TV, converter box or VCR and connect it to the IN connector on the cable splitter.

Step 2: Connect one end of a coax cable "B" to one of the OUT connectors on the splitter and the remaining end of coax cable "B" to your TV, converter box or VCR.

NOTE: Make sure the cable line plugged into the modem originates or comes off the first splitter location coming into your home (often located in the basement or garage of the house). Connecting the modem to a line with two or more splitters may interfere with the operation of the modem.

2 connect the coaxial cable to the modem



Connect one end of coax cable "A" (Data) to the remaining OUT connector on the splitter and the remaining end of coax cable "A" (Data) to the RF connector on the cable modem.

OR

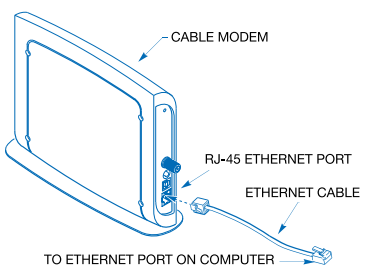
IMPORTANT: The cable modem connects to your PC using either a Network Interface Card (NIC) or a USB port.
- For an Ethernet connection, **follow step 3a:** "Connect Modem to an Ethernet NIC on PC."
- For a USB connection, **follow step 3b:** "Connect Modem to a USB Port on PC."

Do not connect the modem to the PC Ethernet and the USB port. Use either the Ethernet (3a) or the USB port (3b), not both.

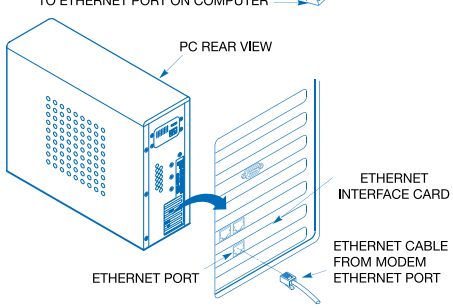
3a connect modem to an ethernet NIC on PC (Skip step 3b if you perform this step.)

NOTE: If you purchased a Network Interface Card (NIC), please follow the directions in the NIC package to install the NIC before connecting the cable in the steps below. Make sure you follow the instructions to put the NIC in your PC and load the software device drivers.

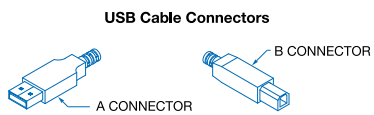
Step 1: Connect one end of the Ethernet patch cable to the RJ-45 Ethernet port on the back of the modem.



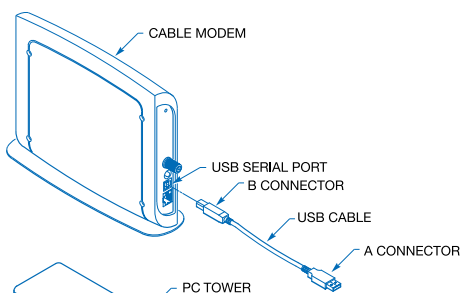
Step 2: Connect the remaining end of the patch cable to the RJ-45 Ethernet port on the Network Interface Card (NIC).



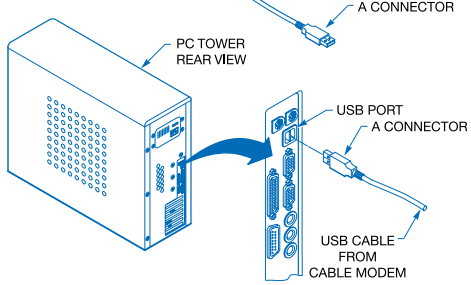
3b connect modem to a USB port on PC (Skip step 3a if you perform this step.)



Step 1: Insert the USB cable "B" connector into the USB serial port on the back of the modem.



Step 2: Insert the USB cable "A" connector into the computer USB serial port on your computer.

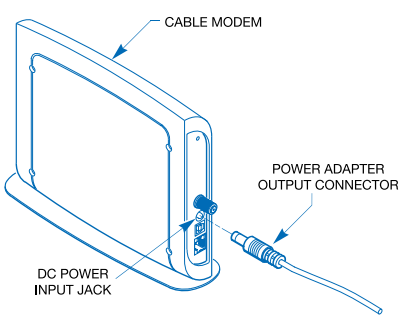


4 connect the power adapter to the modem

NOTE: If you have used a USB cable to connect your modem, your computer will prompt you to load a USB driver once you apply power to the modem. Insert the CD from your modem package into your CD ROM drive and follow the instructions.

Step 1: Make sure your PC is off and insert the power adaptor output connector into the DC power input jack on the back of the modem.

Step 2: Plug the power adapter into an AC power outlet.Your modem should power up (this can take up to 10 minutes for the modem to complete its boot and scanning sequence).



5 install your PC

INSTALLATION

You will need your account number and registration code to complete the installation. This information is printed on the letter that was included in your self-install kit. You will also need the cable modem MAC address which can be found on the back of the cable modem.

Power up your PC. Launch your Internet browser. Your browser should automatically go to Maestro.Mediacomcc.com/walledgarden. Follow the step-by-step instructions on your screen to complete the installation.

COMPUTER REQUIREMENTS

- Windows® 2000, 2003, XP, Vista, 7
- 256MB RAM
- 200 Mhz Processor

TECHNICAL SUPPORT

1-866-452-4747

For further questions, visit **MediacomCable.com/CustomerSupport**.

frequently asked questions

"let's talk"

Our new phone service provides a wide range of features, including unlimited local and nationwide long distance calling for one low price. With lower cost phone, there's no guessing and no surprises. Call as often as you want, whenever you want throughout the U.S. and Canada. The price stays the same.

After I switch to lower cost phone, should I call my current phone company to disconnect my service?

If you are keeping your current phone number, you do not need to contact your current phone service provider to disconnect service. Mediacom will contact them for you. Once the Mediacom Phone service standard installation is completed and your phone number is successfully transferred, your prior phone service will be disconnected. Until then, you will continue to have service from your current phone provider.

Does Mediacom provide technical support?

Yes. Mediacom provides complete support 24 hours a day, 7 days a week for all of our services. We have local support teams in all areas that we serve.

How will I be billed?

You will receive one bill for all of your Mediacom services. Your monthly phone charge will appear on this bill, including a daily summary of additional charges for any calls made to international locations, Directory Assistance and Operator Services. You will also be billed for local, state and federal taxes and any applicable regulatory fees and surcharges associated with your Mediacom phone service, similar to those charged by traditional phone service providers.

Do I have to buy any additional equipment?

No. There is no additional equipment to buy as long as you have a working telephone with a standard modular RJ11 jack in your home. To use some of the calling features such as caller ID, you must have Caller ID display equipment or a phone with caller ID built in.

Can I get more than one phone line or phone number?

No, not at this time, but we hope to offer this service soon.

How is Mediacom Phone different than Internet phone service?

Mediacom Phone does not connect your calls via the public Internet. Unlike VoIP (e.g., Vonage) service, Mediacom Phone service uses a combination of Mediacom's broadband network, Sprint's state-of-the-art digital network and the Public Switched Telephone Network (PSTN.) This guarantees the quality of the network that carries your voice signal and provides a crisp, clear digital voice service.

Can I call 911?

You can report police, medical, fire and other emergencies by dialing 911 and be connected to a live emergency operator. With lower cost phone, you do not need to register your address for 911. We will do it for you when we set up your account.

If there is a loss of electrical power to my home, will my phone service be lost, too?

The multimedia terminal adapter (the phone modem) used to provide phone service over Mediacom's broadband network uses household electrical power. Mediacom does include a battery backup with the multimedia terminal adapter to provide backup power for a limited time during a power outage affecting your home.

Will I still be listed in the telephone book?

Yes. You will be listed in Directory Assistance 411 and in your local telephone book. You will be given the option of having your phone number listed, unlisted or unpublished.

If I have questions, whom do I call?

Customer Support: **866-452-4747.**

Does Mediacom offer voicemail services?

Yes, voicemail is available at a monthly rate of $4.95.

basic operations

CABLE SERVICE

Mediacom lower cost phone

PHONE SERVICE

standard features

Enhanced Emergency 911

Anonymous Call Rejection

Three-Way Calling

Repeat Dial

Speed Dialing

Return Call

Call Waiting

Customer Originated Trace

Caller ID Name and Number

Caller ID Per Call Blocking

Caller ID for Call Waiting

Cancel Call Waiting

Call Forwarding

optional features

- International calling
- Unlisted/non-published directory listing
- Additional outlet installation
- Inside wire maintenance
- Operator services and directory assistance
- Voicemail

satisfaction guaranteed

Mediacom is in your community, so you can depend upon 24/7 customer care. And like our boundary-free TV and always faster internet services, lower cost phone comes with a 90-day money-back guarantee.

home wiring

Mediacom Phone uses all of your existing home phone equipment, jacks, outlets and in-home wiring. Mediacom provides the phone modem, which connects to any one of your phone outlets or jacks, activating every phone on that line.

RUMBLE-READY 24/7
If you're a hardcore WWE fan who can't wait until Monday night, turn to WWE Classics On Demand. Just $7.99 a month gives you around-the-clock access to the greatest matches in WWE history.
To jump into the ring, call Mediacom today.
1-866-928-2225
Mediacom ON DEMAND
CLASSICS ON DEMAND
Must be a Digital Cable subscriber. Not available in all areas.
All WWE programming, talent, images, likenesses, and logos, as well as all AWA, WCW, NWA, Jim Crockett Promotions, Smoky Mountain Wrestling, Canadian Stampede Wrestling, Championship Wrestling from Florida, and World Class Championship Wrestling footage and trademarks are the property of WWE and its subsidiaries. All other trademarks, product names, company names and logos cited herein are the property of their respective owners. © 2011 World Wrestling Entertainment, Inc. All Rights Reserved.

we can help

You can expect your service to be up and running whenever you tune in. There may be times when a brief interruption of service occurs due to thunderstorms or power pole accidents even when your electric service may be working. Restoring your service is our immediate priority. However, if you find that your neighbors are not experiencing a service outage, you may be able to troubleshoot your own service problem yourself.

before you schedule an appointment try the following troubleshooting steps.

Check: Power is on

- Verify lights and other appliances are working. If not working you may be experiencing a power interruption to your home.
- If power is on look for loose or disconnected power cords. Make sure they are plugged in all the way.
- If power outlet is controlled by a wall switch, make sure the switch is in the ON position.

Check: Remote control batteries are good

- Manually turn on the TV or cable box by pressing the **POWER** button on the front panel. Next, use the remote control to turn **OFF** the TV or cable box. If device does not turn off, then change the batteries in the remote control.

If this did not correct the problem proceed to the next step.

Check: VCR/DVD turned OFF

- With the TV ON; turn the VCR **OFF** and DVD player **OFF**, if installed. If picture did not return, go to next step.
  - TV on Channel 3 - With the TV **ON** and the VCR **ON**, use channel button on front of TV to select channel 3; most commonly used channel but you may need to try channel 2, then channel 4.
  - VCR on channel 3 - With the TV **ON** and the VCR **ON**, use channel button on front of VCR to select channel 3; most commonly used channel but you may need to try channel 2, then channel 4.
  - Turn VCR **OFF**.

If this did not correct the problem proceed to the next step.

Check: TV INPUT is correct

If TV was recently used to play video games, VCR tapes, DVD movies or home camera movies, you may need to change the INPUT back to the TV.

- Press the **INPUT** button (may be labeled TV/VIDEO SOURCE or Antenna) on the TV or use the remote control that came with the TV.
- Menu will display on TV screen. Select the correct option for your TV if you know it. Options may be labeled Cable TV, CATV, CAB, Input 1, Video 1, Antenna 1, AV1 or some other name. (Check your TV user manual). If you don't know which option to use, select each option one at a time by pressing the up or down arrow on TV front panel or use the TV remote control.

If this did not correct the problem proceed to the next step.

Check: Loose connections

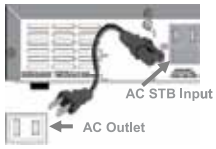
- Tighten loose coax cable connectors (the ones with threads); they provide both picture and sound.
- If used, secure loose video cable (typically yellow colored); it provides picture.
- If used, secure HDTV cable (typically red, blue and green connectors); they provide HDTV picture.
- If used, secure HDMI digital cables; they provide HDTV picture and sound.

If you recently connected or added TV or audio equipment, make sure the color of the connectors match the color of the plug-in ports. Additionally, ensure that the cable is connected from the "out" port on the first piece of equipment to the "in" port on the next piece of equipment. Continue with the "out" and "in" pattern until you reach your TV.

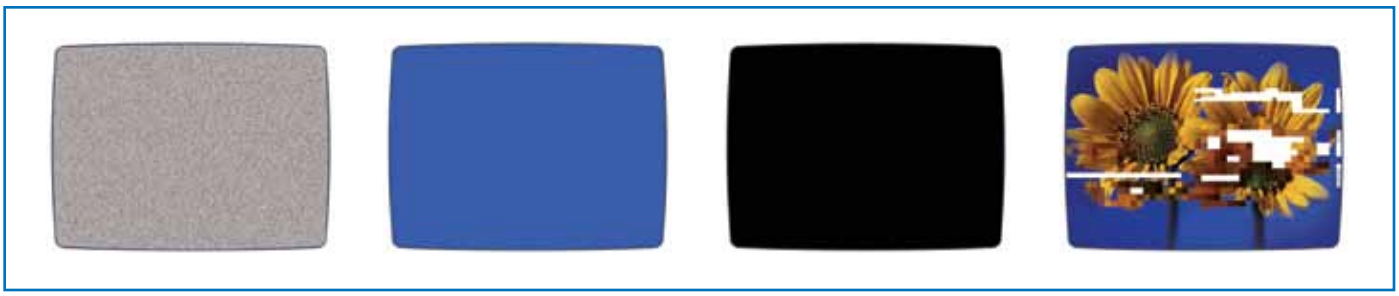
If this did not correct the problem proceed to the next step.

Check: Set top box needs to be rebooted by "power cycling"

- Reboot the set top box by unplugging its power cord from the wall outlet, power strip or from power inlet on back of box. (Just turning the set top box power OFF and ON will not reboot the box. It must be unplugged and replugged into the power source).
- Wait 20 seconds.
- Plug power cord back in.
- The set top box will cycle through the entire start-up process. Data may take up to 20 minutes to reload. TV guide information will display "To Be Announced" until fully reloaded.



*If this did not correct the problem contact Customer Service at **855-MEDIACOM**.*



troubleshooting digital cable TV problems

Problem: A blue bar on your TV screen that says **"One Moment Please"**

Possible Resolution:

If the channel does not come up after waiting a couple of minutes, then check to make sure the coax cable between the wall outlet and set top box is screwed in tightly. If that does not correct the issue, then power cycle the set top box. If after 5 minutes the channel does not come back on, contact Customer Service.

Problem: "To Be Announced" message in the channel guide

Possible Resolution:

When looking at the channel guide, if all you see for programming information is a message that says "To Be Announced," this is a normal message when first powering up your set top box, or after a power outage. It usually takes 10 minutes or so before channel guide information starts to appear, and a few hours for the full programming guide to download to the box. If "To Be Announced" has been displayed for longer than a day on every channel, power cycle the set top box and contact Customer Service if program listings don't appear within 20 minutes.

Problem: A blue bar on your TV screen that says **"Not Authorized"**

Possible Resolution:

The most likely reason you are seeing this is because your set top box may be tuned to a premium channel that you do not subscribe to, for example: HBO, Showtime, Cinemax, etc.

If you know that you should be receiving the channel that your set top box is tuned to, but still get the "Not Authorized" message, power cycle the box as described above. If that does not solve the problem, please call Customer Service to let them know there's a problem.

Problem: TV has no picture but has sound

Possible Resolution:

You may be watching a high-definition channel on a regular set top box. High-definition channels will only work properly with a HD-capable set top box. If you would like to receive high-definition channels, contact Customer Service to upgrade your set top box. Otherwise refer to 'Check- VCR turned off' and 'Check-TV input is correct' for additional information.

Problem: Picture on HD channels is no better than regular channels

Possible Resolution:

First of all, you need a TV that is capable of displaying high-definition. You will need the proper cable to work with your HD set top box – either an HDMI cable or component video cable, plus you need to set your TV to the proper input setting so it will use the correct connection. Also, you should know that some TV programming is not filmed in HD, so those programs will not look any better than the programming on standard definition channels. Mediacom can provide you with the proper cable upon request. Call Customer Service for more information.

Problem: If you are experiencing any of the following issues you might need to power cycle your set top box

- If the Guide has no information for all of the channels.
- If the time on the interactive program guide is incorrect.
- If your TV is tiling (freezing boxes form).
- If you are not hearing sound and the volume is up on your TV.
- If the yellow power light is off on the set top box and the set top box is not turned off.
- If the Guide/Menu does not appear.

Setting Optimum Audio Level

Using TV Guide Setup Menu… set audio to Optimal Stereo level. Selecting this option enables set top box to regulate the volume to minimize sudden changes in volume.

1. Using the remote control, press **MENU** button twice.
2. Arrow down to **Setup**. Press **OK** button on remote.
3. Arrow down to **Audio Setup**. Press **OK** button on remote.
4. Arrow down to each item on **Audio Setup** list and set each as depicted below. ***Note:*** *Volume bar with Stereo may not appear after initially setting* ***Optimal Stereo*** *to* **YES**.
5. Press remote **EXIT** button. Set top box audio is now set to its optimum level.
6. Adjust the audio levels on external devices such as the TV or A/V receiver.

internet / phone service tips and troubleshooting

how to reset your cable modem

- Unplug the power cord from the back of your cable modem. All of the lights should go off. If you have Mediacom Phone please follow the instructions on how to reset your phone modem (see below).
- Shut down your computer. If you have a router, unplug the power cord from the router, also.
- Wait 30 seconds. *While waiting, make sure the coaxial cable and Ethernet/USB cords are securely plugged into the back of the cable modem, computer and cable outlet.
- Plug the power back into your cable modem. Wait a couple of minutes for the modem to run through the self test and boot up properly.
- If you have a router plug the power cord back in. Wait for the router to power back up.
- Turn your computer back on.
- If your Internet is still not working, please contact Internet Technical Support at **855-MEDIACOM**.

how to reset your phone modem

- If your modem has a battery, remove the battery from your cable modem (the battery is located on the bottom of the modem). Then unplug the power cord from the back of the modem.
- Wait 30 seconds. *While waiting, make sure the coaxial cable is securely plugged into the back of the cable modem and cable outlet. Also, make sure the phone cord is securely plugged into the port that is labeled "Tel 1" on the back of the cable modem and to the back of the phone.
- Plug the power cable back into the cable modem. Wait a couple of minutes for the modem to run through the self test and boot up properly.
- Put the battery back into the modem.
- Check for a dial tone on your phone. The light labeled "Tel 1" will not go solid until you check for a dial tone.
- If your phone service is still not working, please contact Phone Technical Support.

how do I change my email password?

- Open up Internet Explorer, and go to MediacomToday.com.
- You may need to enter your zip code so it can load your local Mediacom page.
- Click on the "Forgot Password?" link in the upper right-hand corner of the screen, underneath "Log In To Check Email."
- Enter your email address only. *Make sure you DO NOT include "@mchsi.com" at the end of your email address.
- Click the button labeled "Reset Your Password."
- Completely fill out the reset password form.
- The password must be 8-16 characters long, cannot contain any spaces and is case-sensitive.
- Click on the button labeled "Submit."
- You should receive a message stating "Your email password has been successfully changed."
- If your password did not successfully reset, please call Internet Technical Support at **855-MEDIACOM**.

our performance pledge

We're dedicated to providing you with great customer service. However, on occasion, service can be disrupted. Oftentimes the solution is simple and requires no visit to your home to repair. With a little know-how, repairing a technical glitch could be as simple as checking a few plugs.

for your protection

home wire maintenance plan

If there's ever a problem with our equipment, we'll repair it at no charge. However, the problem may be with your inside wiring, TV or VCR, and we have to charge for our time and work. You can protect yourself from unexpected service charges with our Home Wire Maintenance Plan. Call us at **855-MEDIACOM** for details.

unauthorized use of service

There are state and federal laws prohibiting the unauthorized reception of cable and the use of equipment (or tampering with equipment) that permits unauthorized reception. Mediacom actively assists in the enforcement of these laws regarding cable theft. Illegal activities not only affect us but also the honest consumer. Cable theft can cause reception problems and signal leakage that can interfere with police and fire emergency radio frequencies.

Penalties for cable theft can be severe. Fines range from $1,000 and/or six months imprisonment to $50,000 and five years imprisonment.

customer service is our top priority

on-time guarantee

Mediacom will arrive at your home for an installation appointment within the scheduled period or your installation's free. We'll arrive at your home for a service appointment within the scheduled period or you'll receive a $20 credit.

our pledge to prompt service

We pledge to answer your call within 30 seconds on average… handle a repair problem within 24 hours… answer your written inquiries within two business days… and make morning and afternoon appointment options available.

Not anymore!

If you have a business, you now have a choice.
Mediacom Business offers new, competitive choices in your local area – faster internet and data connections, feature packed voice services *plus* Business TV & music.

Why limit your choices when you can make the switch and save money, too?

Mediacom℠
MEANS BUSINESS

Call us today!
1-800-479-2091

Or go online for more information:
MediacomCable.com/Business

about your cable bill

account-related Fees

We know you'll try your best to keep your account current with us. However, in some cases it will be necessary to assess late payment and special handling charges as follow:

- **Late Fee**
  Payments received after the due date shown on your billing statement are subject to a late fee.
- **Insufficient Funds Charge**
  When your Mediacom payment reaches the bank before your money does, your check will be returned to us with a notice of insufficient funds. Due to the resulting payment delay and office handling, a fee applies.
- **Field Collection Charge**
  If we are required to go to your home to collect payment for past due service, a field collection charge applies.

payment options

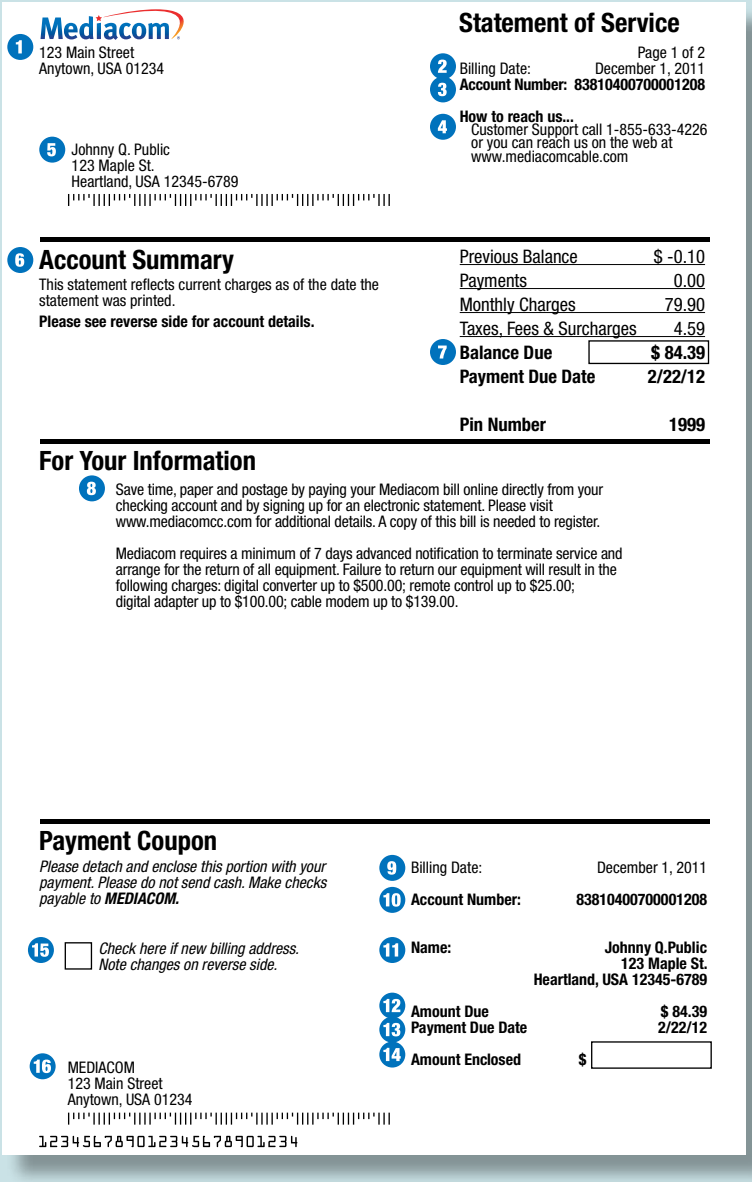
Mediacom is pleased to offer you a variety of payment options:

E-Care – Online Billing
Access your account and make payments from home, office or anywhere you have a computer with internet access. Electronic BillPay can be accessed by going to Mediacom's website, **MediacomCable.com** and clicking on the Customer Service tab. Once you are in Customer Service, select "My Account" to access and/or register for BillPay.

- **BillPay Advantage**
  BillPay Advantage allows you to automatically pay your monthly bill using your checking account. It's a safe, reliable payment method that saves you time and money.
- **Credit Card Payment**
  Mediacom also accepts MasterCard®, Visa® and Discover®.
  Note that the American Express® card is not accepted for use with Electronic BillPay. However, customers can continue to make payments with an American Express® card by calling one of our Contact Centers.

Your account with us is assigned a certain billing "cycle" period, always starting on the same day each month. Your monthly billing statement will be similar to the example shown.

1. Our local address
2. Date your statement was produced
3. Your Mediacom account number
4. Our phone number
5. Your name and service or billing address
6. Summary of charges and payments
7. Date payment is due
8. Additional information and messages
9. Date your statement was produced
10. Your Mediacom account number



Mediacom
1 123 Main Street
Anytown, USA 01234

Statement of Service

Page 1 of 2
2 Billing Date: December 1, 2011
3 **Account Number: 83810400700001208**
4 **How to reach us...**
Customer Support call 1-855-633-4226
or you can reach us on the web at
www.mediacomcable.com

5 Johnny Q. Public
123 Maple St.
Heartland, USA 12345-6789

6 **Account Summary**
This statement reflects current charges as of the date the statement was printed.
Please see reverse side for account details.

Previous Balance	$ -0.10
Payments	0.00
Monthly Charges	79.90
Taxes, Fees & Surcharges	4.59
7 **Balance Due**	**$ 84.39**
Payment Due Date	**2/22/12**
Pin Number	**1999**

For Your Information

8 Save time, paper and postage by paying your Mediacom bill online directly from your checking account and by signing up for an electronic statement. Please visit www.mediacomcc.com for additional details. A copy of this bill is needed to register.

Mediacom requires a minimum of 7 days advanced notification to terminate service and arrange for the return of all equipment. Failure to return our equipment will result in the following charges: digital converter up to $500.00; remote control up to $25.00; digital adapter up to $100.00; cable modem up to $139.00.

Payment Coupon

*Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **MEDIACOM.***

9 Billing Date: December 1, 2011
10 **Account Number: 83810400700001208**
15 ☐ *Check here if new billing address. Note changes on reverse side.*
11 **Name: Johnny Q.Public**
123 Maple St.
Heartland, USA 12345-6789
12 **Amount Due $ 84.39**
13 **Payment Due Date 2/22/12**
14 **Amount Enclosed $**

16 MEDIACOM
123 Main Street
Anytown, USA 01234

12345678901234567890123 4

options include:

- Set up automatic recurring payments and/or make a one-time payment using a credit card (Visa®, MasterCard®, Discover®).
- Set up automatic recurring payments and/or make a one-time payment using a debit card (Visa®, MasterCard®).
- Set up automatic recurring payments and/or make a one-time payment via Electronic Funds Transfer (EFT).
- View recent account activity such as payments, charges and credits.
- View current and past statements (current + two past).
- Change billing address and phone number on account.

While Mediacom does not require customers to register for Electronic BillPay, it is highly recommended. Customers like using electronic BillPay because it saves time, money and it's convenient. With a couple of clicks, customers can manage their account, avoid calling the office, and make a payment without the hassle of writing and mailing a check.

11. **Your name and service or billing address**
12. **Amount due this statement**
13. **Date payment is due**
14. **Payment amount**
15. **Change of address box**
16. **Payment return address**
17. **Account detail**
18. **Previous balance**
19. **Monthly charges**
20. **Taxes and fee(s)**
21. **Amount due this statement**
22. **Change of address form**

Statement of Service

Page 2 of 2

17 Account Detail This statement is for services from 12/01/11 through 01/08/12.

18 Previous Balance			$ -0.10
19 Monthly Charges			
12/01 - 01/08	Mediacom 1 Star		6.95
	Digital Gateway - Primary		
	Digital STARZ/Encore		
12/01 - 01/08	Family Cable		62.95
	Expanded Service	$10.00	
	Basic Services	$5.00	
12/01 - 01/08	Service Discount		-23.95
12/01 - 01/08	Digital Equip - Primary		6.00
12/01 - 01/08	Mediacom Online Service		47.95
12/01 - 01/08	Service Discount		-20.00
12/01 - 01/08	Mediacom Online Modem		.00
	Subtotal		**79.90**
20 Taxes, Fees & Surcharges			
12/01	Franchise Fees		2.31
12/01	State Sales Tax		1.89
12/01	Regulatory Fee		.08
12/01	Local Option Sales Tax		.31
	Subtotal		**4.59**
21 Balance Due			**$ 84.39**

Your Local Franchise Authority Is: Iowa Utilities Board 350 Maple St. Des Moines, IA 50319 Phone Number: 877-565-4450 Community Id#: Ia0368

22 *New Billing Address?* *Please print only new billing information below and check the box on the reverse side. Thank you.*

New Address/Comment _____

City _____ *State* _____ *Zip* _____

Work Phone ( ) _____ *Home Phone ( )* _____

* Prices may not be reflective of actual rates.

programming device control

Each of the additional device keys controls a particular type of device. For example, the **DVD/VCR** key controls your VCR, DVR, or DVD player, but not your TV, unless you specify otherwise. See "Reassigning Device Keys."

This device key:	Controls this type of device:
TV	TV
DVD/VCR	DVD, VCR, DVR, HTIB, TV/VCR, TV/VCR/DVD and TV/DVD
Cable	Cable box only
Audio	Amplifier, Tuner

to specify a device

1. Look up the device you want to control in the device code list on the following pages.
2. On the remote control, press a device key once **(i.e., AUX, DVD, AUD, TV,** or **CBL)**; it will blink once. Then press and hold **SETUP** until the selected device key blinks twice, then release **SETUP**.
3. Enter the 4-digit device code. The device key blinks once after each key press. You should receive 2 quick flashes on the device key after entering your code.

Note: You have 10 seconds to press each digit. If it takes longer than that, the remote "times out" and you must begin again.

4. You can now test the remote by pressing **POWER**. If your device responds (turns off), you have found the right code. If your device does not respond, repeat steps 2 - 3 with the next code in the list. If the remote does not recognize the code, the LED will turn off. Retry the code (by repeating steps 2-3 using the next code listed for your brand), or search for a device code. See "Searching for Codes."

searching for codes

If none of the codes listed under "Device Codes"on the back of this guide matches your device, you can search for a set of commands that will work. Your remote will sample all the codes in its system for that device mode to find one that will allow you to control your device.

1. Press and hold a device mode key (**AUDIO**, **DVD/VCR**, or **TV**) for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Press a function key (such as **Power** or **Mute**). The following function keys are valid for Searching (**Power** is recommended):

   • **Power** • **Mute** • **Play**
   • **CH +** • **Stop**

   The device key's LED blinks three times, then turns off.
3. Press ▲. The remote will send the IR command for the function you pressed in Step 2.
4. If the device performed the function you pressed, press OK. The remote will now control the device you selected in Step 1. If the device did not perform the function you pressed, repeat step 3. Press ▼ to retry the previous code.

Tip: Note the code set that worked here, in case you must re-code your remote:

DVD/VCR:

TV:

AUDIO:

See "Checking Codes" for more information on noting code sets.

checking codes

1. Press and hold a device mode key (**AUDIO**, **DVD/VCR**, or **TV**) for at least six seconds. The LEDs for each device key light up, then the key for the device you selected remains on.
2. Enter **9 9 0** to tell the remote you are verifying the device code. The LED blinks twice.
3. Press **1**, then count the LED blinks and write down the number. If the LED does not blink, the number is 0. This is the first digit of the device code. Press **2**, **3**, and **4** to obtain all four-code digits.

changing volume lock

Locking the volume controls to a single device makes it easier to control volume, without having to guess whether the volume will change. If you lock the remote's volume controls to the TV (for example), you will always be able to change the volume to the level you want, without having to adjust it on multiple devices.

1. Press and hold the device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) corresponding to the device you want to control volume for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Press **Volume +**.The device key's LED blinks three times, indicating it has locked the volume control to the device you selected. The **AUDIO** device key always controls its own volume, regardless of the device is locked to volume control.

Note: If you reassign AUDIO to another device, such as a second TV, the second TV will always control its own volume.

unlocking volume controls

1. Press and hold a device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) corresponding to the device currently locked to the volume controls for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Press **Volume -** The device key's LED blinks three times, indicating it has unlocked the volume control for all devices.

reassigning device keys

Each device key accesses a specific type of device (for example, the **DVD/VCR** key can only be programmed to control a DVD player, VCR, DVR, or HTIB system). This makes it easier to search for a code if your device's code does not appear on the list provided. Your new remote allows you to change the type of device that may be assigned to a device key. That way, if you have two TVs, for example, you can control them both by changing the type of device the **DVD/VCR** or **AUDIO** key controls.

1. Press and hold the device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) corresponding to the type of device you want the reassigned key to control (for example, **TV**) for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Enter **9 9 2**.
3. Press the device mode key you want to reassign (for example, **AUDIO**). That mode key's LED blinks three times and turns off, indicating that it has been reassigned. The reassigned key automatically uses the same device code as the key you selected in Step 1. If your second device uses a different code, you may program it for the new code. See "Programming Device Control."

Note: You may not reassign the **Cable** device key to another type of device.

assigning a key back to its original device type:

1. Press and hold the device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) you want to reset to its original type (for example, AUDIO) for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Enter **9 9 2**. The mode key's LED blinks three times and turns off.
3. Press the device mode key you selected in Step 1 again. The mode key's LED blinks three times and turns off.
4. Program the restored mode key to control a device. See "Programming Device Control."

Visit URCSupport.com/mediacom for remote troubleshooting and device code support.

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device code information

Setup Codes for Audio Amplifiers:

Accuphase 0382
Acurus 0765
Adcom 1100, 0577
Aiwa 0406
AudioSource 0011
Biamp 0582
Bose 0674
Carver 0269
Classe 1461, 1462
Curtis Mathes 0300
Denon 0160
Digital Audio Control 0085
Durabrand 1561
Elan 0647
Forte 0606
GE 0078
GoldStar 0031
Harman/Kardon 0892, 0106
JVC 0331
Kenwood 0356
Left Coast 0892
Lenoxx 1561
Linn 0269
Logitech 1408
Luxman 0165
Magnavox 0269
Marantz 0892, 0321, 0269
Mark Levinson 1483
McIntosh 0251
Nakamichi 0321
NEC 0264
Optimus 0395, 0300
Panasonic 0308, 0521
Parasound 0246
Philips 0892, 0269
Pioneer 0300, 0013
Polk Audio 0892, 0269
RCA 0300
Realistic 0395
Sansui 0321
Shure 0264
Sony 0689, 0220, 0815
Soundesign 0078, 0211
Technics 0521, 0308
Victor 0331
Wards 0078, 0013, 0211
Yamaha 0354, 0143, 0133, 0504

Setup Codes for Audio Receivers:

ADC 0531
Adcom 0616
Aiwa 1405, 0158, 0189, 0121, 0405, 1388, 1243, 1641
Akai 1255, 0224, 0076, 1512
Alco 1390
Amphion Media Works 1563
AMW 1563
Anam 1609,1074
Apex Digital 1430, 1257
Arcam 1120
Audiotronic 1189
Audiovox 1390
Bose 1229, 0639, 1253
Cambridge Soundworks 1370
Capetronic 0531
Carver 1189, 0189, 0042, 0008, 0360
Casio 0195
Clarinette 0195
Classic 1352
Coby 1263, 1389
Compaq 1136
Criterion 1420
Curtis Mathes 0080
Daewoo 1250
Dell 1383
Denon 1360, 0004, 1142, 0771, 0273
Emerson 0424
Fisher 0042, 1801, 0360, 0219
Garrard 0463, 0424
Gateway 1517
Glory Horse 1263
Go Video 1532
Harman/Kardon 0110, 0189, 0891
Hewlett Packard 1181
Hitachi 1273, 1801
Initial 1426
Inkel 0062
Integra 1298, 0135
JBL 0110, 1306
JVC 0074, 1263, 1495, 1374
Kenwood 1313, 1570, 1569, 0027, 0042, 0239, 0569, 0186, 0314, 1052, 0077, 0313, 1051
KLH 1390, 1428, 1412
Koss 1366, 0424
Lasonic 1798
Lenoxx 1437
Lexicon 1076
Linn 0189
Liquid Video 1497
Lloyd's 0195
LXI 0181
Magnavox 1189, 1269, 0189, 0531, 1514, 0128, 0391, 0195
Marantz 1189, 1269, 0039, 0189, 1289, 0128
MCS 0039, 0346
Mitsubishi 1393
Modulaire 0195
NAD 0320
Nakamichi 0347, 0097, 1555
NEC 0235
Norcent 1389
Onkyo 0135, 1298, 0842, 0380, 1531
Optimus 1023, 1074, 0080, 0186, 0670, 0042, 0181, 0531, 0801, 0177, 0219, 0738
Oritron 1497, 1366
Panasonic 1518, 0039, 0518, 1764, 0367, 1316, 1763, 0309, 1288, 1548
Penney 0195
Philco 1390
Philips 1189, 1269, 0189, 0391, 1266, 1120
Pioneer 1023, 0080, 0531, 1384, 0014, 0244, 0150, 0630
Polaroid 1508
Polk Audio 0189, 1289
Proscan 1254
Quasar 0039
RadioShack 1263
RCA 1023, 1609, 1254, 0054, 0360, 0346, 0531, 1154, 1511,
0080, 0530, 1074, 1390
Realistic 0163, 0195, 0181
Regent 1437
Rio 1869, 1383
Saba 1519
Samsung 1500, 1295
Sansui 0189,0346, 0193
Sanyo 0219, 1469, 1251, 0801
Scott 0163, 0322
Sharp 1286, 0186
Sharper Image 1556, 1263
Sherwood 0062, 1077, 0502, 1653, 0491, 1423
Shinsonic 1426
Sonic Blue 1869, 1532, 1383
Sony 1058, 1441, 1258, 1759, 0158, 1042, 1349, 1442, 1758,
0474, 1658, 1858, 0168, 1406, 1558
Soundesign 0670
Stereophonics 1023
Sunfire 1313, 1052, 0314, 0313
Teac 0463, 1390, 0163, 1267, 1074, 1528
Technics 1308, 1518, 0039, 0208, 0518, 0309
Thorens 1189
Venturer 1390
Victor 0074
Wards 0158, 0189, 0080, 0054, 0014
Yamaha 0176, 1331, 1176, 0186, 1375
Yorx 0195
Zenith 1293, 0857, 1869

Setup Codes for Cable Boxes (Converters):

ABC 0003, 0008, 0014, 0017
Americast 0899
Bell & Howell 0014
Bell South 0899
Clearmaster 0883
ClearMax 0883
Coolmax 0883
Digi 0637
Director 0476
Dumont 0637
General Instrument 0476, 0810, 0276, 0003
GoldStar 0144
Hamlin 0009, 0273
Jerrold 0476, 0810, 0276, 0003, 0012, 0014
Memorex 0000
Motorola 0476, 0810, 0276, 1254, 1106, 1376
MultiVision 0012
Pace 1877, 0237
Panasonic 0000, 0107
Setup Codes For Cable Boxes (continued):
Panther 0637
Paragon 0000
Philips 0305, 0317
Pioneer 1877, 0877, 0144, 0533
Pulsar 0000
Quasar 0000
RadioShack 0883
Regal 0279, 0273
Runco 0000
Samsung 0144
Scientific Atlanta 1877, 0877, 0477, 0008, 0017
Sony 1006
Starcom 0003
Supercable 0276
Supermax 0883
Tocom 0012
Torx 0003
Toshiba 0000
Tristar 0883
V2 0883
Viewmaster 0883
Vision 0883
Vortex View 0883
Zenith 0000, 0525, 0899

Setup Codes for DVD Players:

Adcom 1094
Advent 1016
Aiwa 0641, 1912
Akai 0899, 0770, 1975, 1089
Allegro 0869
Amphion Media Works 2016, 2001
AMW 0872, 2016, 2001
Anam 1913
Apex Digital 0672, 0717, 0830, 1056, 1915, 0755, 0797, 1020, 1100, 0796, 1004, 1061, 1937, 0794
Audiologic 0736
Audiovox 1041, 1121, 1072, 1071, 1122
Axion 1072, 1071
B & K 0655, 0662
Blaupunkt 0717
Blue Parade 0571
Broksonic 0868, 0695
Cambridge Soundworks 1916
CAVS 1057
CineVision 0876, 0869
Classic 1917
Coby 1086, 0778, 1923, 1107
Criterion 2007
Curtis Mathes 1087
CyberHome 1024, 1023, 0816, 1117
Daewoo 0784, 1918, 0705, 0869, 0833
Denon 0490, 0634
Dual 1068, 1085
DVD2000 0521
Emerson 0591, 0675, 0821
Enterprise 0591
Fisher 0670, 1919
Funai 0675
Gateway 1073, 1077
GE 0522, 0815, 0717
Go Video 0744, 1044, 1970, 0869, 1099, 0715, 0833, 1075, 0783
GPX 0769, 0699
Greenhill 0717
Harman/Kardon 0702, 0582
Hitachi 0573, 0664, 1919
Hiteker 0672
Initial 0717, 1931
Integra 0627, 1924
Jamo 2003
Jaton 1078
JBL 0702, 1926
Jensen 1016
JVC 0558, 0623, 1901, 0867, 1940
jWin 1051, 1049
Kenwood 0490, 0534, 0737, 0682
KLH 0717, 1939, 1020
Konka 0720, 0719, 0711, 0721
Koss 0651
Landel 0826
Lasonic 0798
Lenoxx 1938
LG 0801
Liquid Video 1980
Lite-On 1058
Loewe 0511
Magnavox 0503, 1914, 0821, 0675, 1976
Malata 0782
Marantz 0539
Memorex 0695
Microsoft 0522
Mintek 0839, 0717
Mitsubishi 1521, 0521
Momitsu 1082
NEC 0785
Nesa 0717
Next Base 0826
Norcent 1003, 1107, 0872, 1923
Onkyo 0503, 0627, 1985, 1924, 0792
Oritron 0651, 1980
Panasonic 0490, 1490, 1908, 1925, 2017, 1462, 1907, 1910, 1990, 1362, 1762, 1909, 1986, 0632
Philco 2000
Philips 0503, 0539, 0646, 1914, 0885, 0854
Pioneer 0525, 0571, 0632, 1902
Polaroid 1086, 1061, 1998
Polk Audio 0539
Portland 0770
Prima 1016
Princeton 0674
Proscan 0522
ProVision 0778
Qwestar 0651
RCA 0522, 0571, 0717, 1022, 1974, 0822, 1965, 1913
Regent 1938
Rio 0869
Rotel 0623
Rowa 0823
Saba 1977
Sampo 0698, 0752
Samsung 0490, 0573, 0820, 1932, 1075, 0899, 1979
Sansui 0695
Sanyo 0670, 1967, 0873, 0695
Sharp 0630, 0752
Sharper Image 1117, 1995
Sherwood 1043, 0770, 0633, 1077
Shinsonic 0533, 0839, 1931
Sigma Designs 0674
Sonic Blue 0869, 1970, 1099
Sony 0533, 1533, 0864, 1981, 1934, 1033, 1904, 2020, 1903
Sungale 1074
Superscan 0821
SVA 1105, 0860
Sylvania 0675, 0821
Symphonic 0675
Teac 0809, 1984
Technics 0490
Techwood 0692
Terapin 1031
Theta Digital 0571
Tivo 1996
Toshiba 0503, 1988, 1045, 2006, 0695, 1996
Tredex 0799, 0804, 0803, 0800
TYT 0705
Urban Concepts 0503
US Logic 0839
V Inc. 1064
Vocopro 1027
Xbox 0522
Xwave 1001
Yamaha 0490, 0539, 0545
Zenith 0503, 0591, 0869, 2002, 1906
Setup Codes For PVRs:
ABS 1972
Alienware 1972
CyberPower 1972
Dell 1972
Gateway 1972
Hauppauge 1992
Hewlett Packard 1972
Howard Computers 1972
HP 1972
iBUYPOWER 1972
Media Center PC 1972
Microsoft 1972
Mind 1972
Northgate 1972
Panasonic 0616
Philips 0739, 0618
ReplayTV 0616, 0614
Sonic Blue 0614, 0616
Sony 1972, 0636
Systemax 1972
Tagar Systems 1972
Tivo 0618, 0739, 0636
Toshiba 1972
Touch 1972
Viewsonic 1972
ZT Group 1972
Setup Codes For Satellite Receivers:
General Instrument 0869
Motorola 0869
Next Level 0869
Paysat 0724
Philips 0099
RadioShack 0869
Star Choice 0869
Star Trak 0180
Voom 0869

Setup Codes for TVs:

A-Mark 0003
Abex 0032
Admiral 0093, 0463
Advent 0761, 0783, 0842, 0817, 0815, 1933
Adventura 0046
Aiko 0092
Aiwa 1914
Akai 0812, 0702, 0030, 0672, 1903
Alaron 0179
Albatron 0843, 0700
Ambassador 0177
America Action 0180
Ampro 0751
Anam 0180
Anam National 0055
AOC 0030, 0019, 0185, 0003, 0052
Apex Digital 0748, 0765, 0879, 0767, 1943
Archer 0003
Audiovox 0451, 0180, 0003, 0875, 1952, 0802, 1951, 0092, 0623, 1937
Axion 1937
Belcor 0019
Bell & Howell 0154, 0016
Bradford 0180
Brockwood 0019
Broksonic 0236, 0463, 0003, 1905, 1935, 1929, 1911, 1938
Candle 0030, 0056, 0046, 0186
Carnivale 0030
Carver 0054
CCE 0217
Celebrity 0000
Celera 0765
Changhong 0765
Citizen 0060, 0030, 1928, 0039, 0280, 0056, 0186, 0046, 0092
Clairtone 0185
Clarion 0180
Colt 1906
Concerto 0056
Contec 0180, 0157, 0185
Craig 0180
Crosley 0054
Crown 0180, 0039
Curtis Mathes 0047, 0054, 0154, 0451, 0093, 0060, 0702, 0030, 0145, 0166, 0016, 1919,

0466, 1347, 0039, 0056, 1147
CXC 0180
Daewoo 0451, 1661, 0092, 0672, 1928, 0039, 0623, 1909, 0019
Daytron 0019
Denon 0145, 0511
Dumont 0017, 0019
Durabrand 0463, 0180, 0178, 0171, 0003
Dwin 0774, 0720
Electroband 0000, 0185
Electrohome 0381
Elektra 0017, 1661
Emerson 0154, 0236, 0463, 0180, 0178, 0171, 1909, 0038, 1929, 0185, 0282, 1905, 0019, 1928, 0280, 0623, 1911, 0039, 1944, 0177, 0179
Envision 0030, 0813
Epson 0840, 0833
Fisher 0154, 0159
Fujitsu 0809, 0683, 0179, 0853
Funai 0180, 0171, 0179, 1904
Futuretech 0180
Gateway 1756, 1755
GE 0047, 0051, 0451, 0178, 1447, 0055, 0282, 1347, 1917, 0021, 1147, 1907, 1922, 0135, 1919, 0027
Gibralter 0017, 0030, 0019
GoldStar 0030, 0178, 0019, 0001, 0032, 1926
Goodmans 0360
Grunpy 0180, 0179
Haier 0768
Hallmark 0178
Harley Davidson 1904, 0179
Harman/Kardon 0054
Harvard 0180
Havermy 0093
Hello Kitty 0451
Himitsu 0180, 0628
Hisense 0748
Hitachi 1145, 0145, 0016, 0056, 0038, 0151, 0032, 1904
Hyundai 0849
Infinity 0054
Inteq 0017
Janeil 0046
JBL 0054
JCB 0000
Jensen 0761, 0817, 0815, 1933
JVC 0053, 1253, 1923
Kaypani 0052
KEC 0180
Kenwood 0030, 0019
KLH 0765, 0767
Kloss 0046, 0024
Konka 0628, 0703, 1940, 0638, 1939, 0632, 0707
KTV 0180, 0030, 0280, 0039, 0217, 0185
LG 1178, 0856, 0442
Lloyd's 1904
Loewe 0136
Logik 0016
Luxman 0056
LXI 0047, 0054, 0154, 0156, 0178
Magnasonic 1913, 1928
Magnavox 0054, 0030, 1454, 0706, 0179, 0386, 1931, 0024, 0096, 0187, 1254, 1913, 0020, 0186, 1904, 1944
Magnin 1907
Majestic 0016
Marantz 0054, 0030, 0854, 0704, 1154, 0855
Matsushita 0250, 0650
Megapower 0700
Megatron 0178, 0145, 0003
MEI 0185
Memorex 0154, 0463, 0150, 0178, 1911, 1926, 1924, 0179, 1920, 1927, 0016
MGA 0150, 0030, 0178, 1907, 0019
Midland 0047, 0017, 0051, 0039, 0135, 0032
Minutz 0021
Mitsubishi 0093, 0150, 1250, 0178, 0868, 0836, 1917, 0019
Monivision 0700, 0843
Motorola 0093, 0055
MTC 0060, 0030, 0056, 0185, 0019
Multitech 0180, 0217
NAD 0156, 0178, 0866
NEC 0030, 0056, 1704, 0019, 0497
Nikko 0030, 0178, 0092
Norcent 0748, 0824
Noshi 0018
NTC 0092
Onwa 0180
Optimus 0154, 0250, 0166, 1924, 1913, 0650, 1927
Optonica 0093, 0165
Orion 0236, 0463, 1905, 1929, 1911, 0179
Panasonic 0250, 0051, 0650, 1924, 1946, 1919, 1941, 0055, 1410, 1927, 1947
Penney 0047, 0156, 0051, 0060, 0030, 0178, 0019, 0135, 1347, 0018, 1926, 0027, 0039, 0003, 1919, 0021, 0032, 1907
Philco 0054, 0030, 0019, 0020, 0096
Philips 0054, 1454, 0690, 1154
Pilot 0030, 0019, 0039
Pioneer 0166, 0038, 0866, 0679
Portland 0019, 0092, 0039
Prima 0761, 0817, 0815, 0783, 1933
Princeton 0717, 0700
Prism 0051
Proscan 0047, 1447, 1347, 1922
Proton 0178, 0052, 0003, 0466
Pulsar 0017, 0019
Quasar 0250, 0051, 0055, 0650, 1924, 0165, 1919
RadioShack 0047, 0154, 0180, 0030, 0178, 0165, 1904, 0019, 0039, 0032, 0056, 1920
RCA 0047, 1447, 1147, 1917, 0019, 1948, 0090, 1047, 1347,
1907, 0018, 1922, 1958, 0679, 1247, 1547, 1919, 0038, 1953, 0135
Realistic 0154, 0180, 0030, 0178, 0056, 0019, 0039, 0165, 0032
Rhapsody 0185
Runco 0017, 0030, 0603, 0497
Sampo 0030, 0039, 0032, 1755, 0052
Samsung 0060, 0812, 0702, 0030, 0178, 0766, 1060, 0019, 0056,
0814, 0032, 1903
Samsux 0039
Sansui 0463, 1929, 1911, 1904
Sanyo 0154, 0088, 0159, 1907, 0146, 0799
Scimitsu 0019
Scotch 0178
Scott 0236, 0180, 0178, 0019, 0179
Sears 0047, 0054, 0154, 0156, 0178, 0171, 0146, 0159, 0179, 0056, 1926, 1904
Sharp 0093, 0689, 0039, 0165, 0688, 1917, 0157, 0491, 0851, 0386
Sharper Image 1950
Sheng Chia 0093
Shogun 0019
Signature 0016
Simpson 0187, 0186
Sony 1100, 0000, 0834, 1925, 0111, 1904, 0080
Soundesign 0180, 0178, 0186, 0179
Spectricon 0003
Squareview 0171
SSS 0180, 0019
Starlite 0180
Studio Experience 0843
Supre-Macy 0046
Supreme 0000
SVA 0748, 0870, 0587, 0865, 0872, 0768, 0871
Sylvania 0054, 0030, 0171, 0020, 0096, 1931, 0381, 1944
Symphonic 0180, 0171, 1913, 1904
Tandy 0093
Tatung 0003, 1756, 0055
Technics 0250, 0051
Technol Ace 0179
Techview 0847
Techwood 0051, 0056, 0003
Teknika 0054, 0180, 0150, 0060, 0092, 0039, 0179, 0019, 0056, 0186, 0016
Telefunken 0702, 0056
Thomas 1904
TMK 0178, 0177, 0056
TNCi 0017
Toshiba 0154, 0156, 0060, 1256, 0832, 1704, 1936, 0650, 1156, 1656, 1935, 0845, 1356, 1918, 1945
Tosonic 0185
Totevision 0039
Trical 0157
TVS 0463
Universal 0027
V Inc. 0864, 1756
Vector Research 0030
Victor 0053
Vidikron 0054
Vidtech 0178, 0019
Viewsonic 1755, 0864, 0857
Viking 0046
Wards 0054, 0030, 0178, 0080, 0165, 0866, 0019, 0027, 0056, 0111, 0179, 0016, 0021, 0096, 1156, 0020
Waycon 0156
White Westinghouse 0463, 1909, 0623
Yamaha 030, 0839, 0019, 0833, 0769
Zenith 0017, 0463, 0178, 0092, 1904, 1929, 1911, 0016, 1909
Zonda 0003

Setup Codes for TV/VCR Combos:

Broksonic 0002, 0479 (for TV use 0463)
Citizen 0278
Colt 0072
Curtis Mathes 0035 (for TV use 0051)
Daewoo 0278 (for TV use 0624)
Emerson 0002, 0278 (for TV use 0624), 0479 (for TV use 0463)
Funai 0000
GE 0035 (for TV use 0051), 0048 (for TV use 0093), 0060 (for TV use 0047), 0240
GoldStar 0037 (for TV use 0056)
Harley Davidson 0000
Hitachi 0000
Lloyd's 0000
Magnasonic 0278
Magnavox 0000, 0081 (for TV use 0054)
Magnin 0240
Memorex 0037, 0162 (for TV use 0250), 1162
MGA 0240
Mitsubishi 0048 (for TV use 0093)
Optimus 0162 (for TV use 0250), 1162, 1262
Orion 0002, 0479 (for TV use 0463)
Panasonic 0035 (for TV use 0051), 0162 (for TV use 0250), 1162
Penney 0035 (for TV use 0051), 0037 (for TV use 0056), 0240
Quasar 0035 (for TV use 0051), 0162 (for TV use 0250)
RCA 0035 (for TV use 0051), 0048 (for TV use 0093), 0060 (for TV use 0047), 0240
Sansui 0000, 0479 (for TV use 0463)
Sanyo 0240
Sears 0000, 0037 (for TV use 0056)
Sharp 0048 (for TV use 0093)
Sony 0000, 0032 (for TV use 0000)
Sylvania 0081 (for TV use 0054)
Symphonic 0000, 0563
Thomas 0000
White Westinghouse 0278 (for TV use 0624)
Zenith 0000

Setup Codes for VCRs:

ABS 1972
Admiral 0048, 0209
Adventura 0000
Aiko 0278
Aiwa 0037, 0000, 0307, 0124
Akai 0041, 0106, 0061, 0175
Alienware 1972
America Action 0278
American High 0035
Asha 0240
Audiovox 0037, 0278
Beaumark 0240
Bell & Howell 0104
Broksonic 0184, 0121, 0209, 0002, 1479, 0479
Calix 0037
Canon 0035
Capehart 0020
Carver 0081
CCE 0072, 0278
Citizen 0037, 0278, 1278
Colt 0072
Craig 0037, 0047, 0240, 0072, 0271
Curtis Mathes 0060, 0035, 0162, 0041, 0760, 1035
Cybernex 0240
CyberPower 1972
Daewoo 0045, 0278, 0020, 0561, 1278
Daytron 0020
Dell 1972
Denon 0042
DirecTV 1949, 0739, 1989, 1954
Dish Network System 1943, 1946, 1945, 1944
Dishpro 1943, 1944
Durabrand 0039, 0038
Dynatech 0000
Echostar 1944, 1943, 1946, 1945
Electrohome 0037
Electrophonic 0037
Emerex 0032
Emerson 0037, 0184, 0000, 0121, 0043, 0209, 0002, 0278, 0061, 0208, 0479, 1479, 1278, 0561, 1593
Euro 1962
Expressvu 1944
Fisher 0047, 0104
Fuji 0035, 0033
Funai 0000,1593
Garrard 0000
Gateway 1972
GE 0060, 0035, 0240, 0760, 1035, 0807, 0202, 0761, 1060
Go Video 0526, 0432
GOI 1944
GoldStar 0037, 0038, 1237
Gradiente 0000
Harley Davidson 0000
Harman/Kardon 0081, 0038
Harwood 0072
Hauppauge 1992
Headquarter 0046
Hewlett Packard 1972
HI-Q 0047
Hitachi 0000, 0042, 0041, 0089, 0105
Howard Computers 1972
HP 1972
HTS 1944
Hughes Network Systems 0042, 0739, 1949
Hyundai 1951
iBUYPOWER 1972
Jensen 0041
JVC 0067, 0041, 1945, 0008, 1944
KEC 0037, 0278
Kenwood 0067, 0041, 0038
KLH 0072
Kodak 0035, 0037
LG 2010
Lloyd's 0000, 0208
Logik 0072
LXI 0037
Magnasonic 1278, 0593
Magnavox 0035, 0039, 0081, 0000, 0149, 1781, 0593, 0563
Magnin 0240
Marantz 0035, 0081
Marta 0037
Matsushita 0035, 0162, 1162
Media Center PC 1972
MEI 0035
Memorex 0035, 0162, 0037, 0048, 0039, 0047, 0240, 0000, 0104, 0209, 1037, 1262, 0479, 1237, 0307, 0046, 1162
MGA 0240, 0043, 0061
MGN Technology 0240
Microsoft 1972
Mind 1972
Minolta 0042,0105
Mitsubishi 0067, 0043, 0061, 0807
Motorola 0035, 0048
MTC 0240, 0000
Multitech 0000, 0072
NEC 0104, 0067, 0041, 0038
Nikko 0037
Noblex 0240
Northgate 1972
Olympus 0035
Onkyo 0222
Optimus 1062, 0162, 0037, 0048, 0104, 0432, 1048, 1262, 0593, 1162
Orion 0184, 0209, 0002, 1479, 0479
Panarex 1950
Panasonic 1062, 0035, 0162, 1035, 1262, 0616, 1162, 0225
Pansat 1950
Penney 0035, 0037, 0240, 0042, 0038, 1035, 1237
Pentax 0042, 0105
Philco 0035, 0479
Philips 0035, 0081, 0739, 1949, 0618, 1181, 1081
Pilot 0037
Pioneer 0067
Polk Audio 0081
Portland 0020
Profitronic 0240
Proscan 0060, 0202, 1060, 0761, 0760, 1954
Protec 0072
Pulsar 0039
Quarter 0046
Quartz 0046
Quasar 0035, 0162, 1162, 1035
RadioShack 0000, 1037
Radix 0037
Randex 0037
RCA 0060, 0240, 0042, 0149, 0807, 1060, 1989, 0105, 0202, 0761, 1035, 1964, 0760, 0880, 1954, 0106
Realistic 0035, 0037, 0048, 0047, 0000, 0104, 0046
ReplayTV 0616, 0614
Runco 0039
Samsung 0240, 0045, 1014
Sanky 0048, 0039
Sansui 0000, 0067, 0209, 0041, 1479, 0479, 0271
Sanyo 0047, 0240, 0104, 0159, 0046
Scott 0184, 0045, 0121, 0043
Sears 0035, 0037, 0047, 0000, 0042, 0104, 1237, 0046, 0105
Sharp 0048, 0807, 0848
Shintom 0072
Shogun 0240
Singer 0072
Sonic Blue 0616, 0614
Sony 0035, 0032, 0033, 0000, 1972, 1032, 1957, 0636, 1956,1232
STS 0042
Sylvania 0035, 0081, 0000, 0043, 0593, 1781, 1593
Symphonic 0000, 1593, 0593
Systemax 1972
Tagar Systems 1972
Tatung 0041
Teac 0000, 0041
Technics 0035, 0162
Teknika 0035, 0037, 0000
Thomas 0000
Tivo 0739, 1957, 0636, 1956, 0618, 1503
TMK 0240, 0208
Toshiba 0045, 0043, 1145, 1008, 1972, 0845, 1503
Totevision 0037, 0240
Touch 1972
UltimateTV 1989
Unitech 0240
Vector 0045
Vector Research 0038
Video Concepts 0045, 0061
Videomagic 0037
Videosonic 0240
Viewsonic 1972
Villain 0000
Wards 0060, 0035, 0048, 0047, 0081, 0240, 0000, 0042, 0072, 0149, 0760
White Westinghouse 0209, 0072
XR-1000 0035, 0000, 0072
Yamaha 0038
Zenith 0039, 0033, 0000, 0209, 1479, 0479
ZT Group 1972

commitment period agreement

COMMITMENT PERIOD AGREEMENT

Mediacom commitment period agreements

For customers who are enrolled in a promotion that requires a commitment to keep Mediacom service(s) for a period of time, the following additional terms and conditions apply.

The Mediacom Value Plans offer discounted services for either 12-to 24-month periods. In order to receive the special monthly rates for the Digital 1 Star Cable, Mediacom Online and/or Mediacom Phone service, eligible customers must agree to keep the service(s) for either one or two years beginning on the date of installation, in accordance with their signed or recorded oral agreement.

After the contract period is over, the discounted rate will revert to the standard Mediacom rates in the local area. If eligible customers disconnect and fail to keep the service(s) for the length of this agreement they will be subject to an early termination fee (ETF) of up to $240.00. The ETF will be reduced by $30 every three months for the life of the 12- or 24-month contract. For example, if disconnection of services occurs from 31 to 90 days after installation the ETF will be $240, and if disconnection occurs between days 91 and 180, the ETF will be $210, until the ETF goes away when the two-year agreement ends.

The contract with Mediacom consists of this agreement and Mediacom's Terms and Conditions of Service, which are available in *Pause* Magazine, or by going to www.mediacomcable.com, clicking on Customer Support and selecting *Pause* Magazine. If a customer is not 100% satisfied with Mediacom service, customer may disconnect during the first 90 days and Mediacom will provide a full refund of the monthly service fee upon request.

Mediacom reserves the right during the contract period to change, re-arrange, add, delete or discontinue packages or services (including the networks, programs or other items in those packages) and their features, functionality and other aspects of the service(s) provided. Mediacom will notify Customer in advance of any such changes if required by applicable law.

Additional phone charges apply for optional features including international calling, voice mail, directory assistance and operator services. Federal, state and local taxes, governmental regulatory fees and surcharges, if any, are additional. Customer is responsible for additional customer premise equipment and operating system required for Internet access service and phone service.

By signing an agreement, Customer understands the terms of the contract and agrees to pay termination fees in the event of an early cancellation. During the term of the promotional offer, if Mediacom raises the rates of product offerings, Mediacom also reserves the right to pass along those same rate increases to customer. Customer understands that a credit check may be required, and authorizes Mediacom to obtain information about Customer's credit history and to share information with credit reporting agencies. Customer also understands that any disputes with Mediacom will be resolved by individual arbitration and not in court.

complaint policy

In the event a customer experiences a problem with his/her bill or service, the customer must call or write Mediacom using the contact information provided on the monthly statement. If the problem has not been resolved to the customer's satisfaction, he/she may write to:

Mediacom
ATTN: Customer Service Department
100 Crystal Run Rd
Middletown, NY 10941

Mediacom will make every effort to resolve the problem within 10 business days of receipt of the letter.

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SUBSCRIBER PRIVACY NOTICE

why is Mediacom providing this notice?

Companies controlled by Mediacom Communications Corporation operate cable television systems. Through these cable facilities, they provide Customers with cable television programming services, Internet access and phone services through our cable facilities. Not all services may be available in your local cable system.

The Cable Communications Policy Act of 1984, as amended, (which we refer to as "the Cable Act") contains restrictions on the disclosure and use by cable operators of personally identifiable information about subscribers to cable television or certain other services. Other federal law may also apply to some services, including the Electronic Communications Privacy Act of 1986, as amended, (called "the ECPA" in this notice) and section 702 of the Federal Telecommunications Act of 1996, as amended, ("Telecommunications Act"). This notice informs subscribers of our policies regarding personally identifiable information and other private information we obtain in the course of providing our services that are subject to the privacy provisions of the Cable Act or the Telecommunications Act.

Those services currently consist of our cable television service, our Mediacom Online® Internet access service and Mediacom Phone® digital telephone service. Not all of these services may be available in your local cable system. Our policies are intended to conform to the requirements of the Cable Act, the Telecommunications Act and any other applicable law. The terms "Mediacom," "we," "our" or "us" refer to any company that is controlled by Mediacom Communications Corporation, a Delaware corporation and through which you subscribe to any cable or other service covered by the privacy provisions of the applicable laws or regulations.

This notice tells you our policies regarding:

- The kinds of personally identifiable information we collect.
- How we use that information.
- The nature, frequency and purpose of any disclosure we may make of that information and the types of persons and entities to which the disclosure may be made.
- The period during which we will keep that information.
- The choices available to you regarding collection, use and disclosure of that information, including the times and place at which you may have access to that information.
- Certain rights you may have regarding that information.

As the term suggests, information is "personally identifiable" if it can be used to identify or contact an individual, such as his or her name and address or telephone number. It can also include other information such as data about an individual's activities or transactional history of that individual when such other information is actually linked to personally identifiable information.

Information related to phone service, such as information about the quantity, type, destination, location and amount for use of phone services, when matched to personally identifiable information such as your name, address and telephone number, is known as Customer Proprietary Network Information or CPNI. If you are a customer of our phone service, you have the right and Mediacom has the obligation to protect the confidentiality of CPNI in accordance with applicable law.

Information that does not permit an individual to be identified or contacted is not "personally identifiable information" and is also not considered to be "CPNI." Among other things, this means that if we separate data about your activities from your name or other data that is personally identifiable, then that data is not "personally identifiable information." For example, we might compile data we have about our Mediacom Online® customers into aggregate or other anonymous forms, such as the monthly average number of customers who use the service to visit travel-related websites.

Our policies described in this Notice apply to personally identifiable information about you or CPNI that you furnish or we otherwise collect in the course of providing you with one of our services referred to in this Notice. It applies to such information whether we obtain it "online" (such as when you subscribe to our cable service on a website we operate) or "offline" (such as when you subscribe for our cable service using the telephone or a paper order form). Please note, however, that if you use a website we operate for purposes of our cable or other services, then additional online privacy policies may apply that cover topics unique to that website usage, such as use of "cookies" or other technology for tracking Internet usage. You can review the online policy by clicking on the "Privacy Policy" link appearing at the bottom of the home page of the relevant website.

Some of our services, including Mediacom Online® Internet access service, interactive cable television programming and phone services, may allow you to interact with companies and individuals that are independent of Mediacom. By using those services, you may enable these companies or individuals to independently learn personally identifiable information about you. The policies in this notice do not apply to personally identifiable information that you provide to any of these third parties or that they collect independently of us. These third parties may have their own privacy policies, but Mediacom is not responsible or liable for the contents of such policies, disclosure of such policies or failure to follow those policies.

types of personally identifiable info we collect

We collect personally identifiable information about you with your prior written or electronic consent or when necessary to obtain information in order to render a service you receive or to detect unauthorized reception of cable communications.

This personally identifiable information may include, but is not necessarily limited to, the following:

- Name
- Home and work e-mail and postal addresses
- Telephone numbers

Other information may also be collected, such as:

- Social Security number
- Driver's license number
- Credit or debit card numbers and expiration dates
- Bank account information for billing purposes
- Payment history and credit reports

These can become personally identifiable information when directly linked to other information, such as a name.

Also, depending on the services we provide, we may collect other information, such as:

- Information on the number, location within your home and configuration of television sets, converters, modems, personal computers, telephones or other service-related equipment or devices in your home.
- Maintenance and repair records for the equipment in your home used for the services.
- The services and service options you have chosen.
- Information about your satisfaction or usage of a service that we obtain from subscriber interviews or questionnaires or other feedback from you.
- Record of whether you rent or own your home so that we can obtain any permission required prior to installing our cable or equipment.
- Customer correspondence (via e-mail or otherwise).
- A record of any violations and alleged violations of the agreements, terms, conditions or policies that govern your use of our services.

CPNI we collect

With respect to phone service, personally identifiable information, when combined with certain types of usage information, is considered CPNI. Examples of such information, typically available from phone-related details on your monthly bill, include items such as:

- Location of service
- Technical configuration of service
- Type of service and/or quantity of service
- Amount of use of service
- Calling patterns
- Call detail records
- Other information which may appear on your bill

We collect CPNI for the purpose of our provision to you of the phone services from which this information is derived; or services necessary to, or used in, the provision of these services, including the publication of directories. The Telecommunications Act prohibits us from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

subscriber privacy notice (continued)

for what purpose would Mediacom use personally identifiable information?

In general, we use personally identifiable information as necessary to render our services to you, to detect unauthorized reception of cable programming and for tax, legal, accounting and other purposes related to our business of providing our services to customers, including, but not limited to, the following:

- To make sure you are being billed properly and pay for the services you receive.
- To send you pertinent announcements about the Mediacom services you receive.
- To improve the quality of Mediacom's services.
- To answer questions from customers such as troubleshooting.
- To send promotional material or information to you about other products and services available from Mediacom or others, subject to applicable law and any "opt-out" choice you make as described below in this document.

As a necessary incident of providing certain services such as always faster internet access service, transactional video products such as pay-per-view or video on demand, any video service that uses a set-top box, or lower cost phone® digital phone service, our computer systems automatically capture and store information that may include, but is not limited to, your viewing selections, including date and time; the websites you visit; the dates, times and length of your Internet visits or telephone calls; the Internet or e-mail addresses or telephone numbers that you communicate with; and the text of e-mail or other electronic communications you send or receive using our Internet access service. Any personally identifiable information that may be derived from these logs is subject to the policies described in this Notice and to our obligations under the ECPA and other applicable law.

disclosure of personally identifiable information by Mediacom

We may make certain disclosures to third parties of personally identifiable information about you. Disclosures to governmental entities as required by law or a subpoena or legal process are discussed below under the caption "Disclosure to Governmental Agencies or Otherwise Required by Law or Legal Process." Under this caption, we address disclosure under other circumstances.

We may disclose personally identifiable information about you with your prior written or electronic consent. As permitted by the Cable Act, Mediacom from time to time may disclose, without such consent, personally identifiable information about you if necessary to render, or conduct a legitimate business activity related to a cable service or other service provided to you. The kinds of persons or entities to which we may make such disclosures include, but are not necessarily limited to, the following:

- Persons or entities that control, are controlled by or under common control with Mediacom.
- Independent third party contractors with whom Mediacom has an ongoing business relationship to provide components of the services we provide to customers.
- Billing services, collection agencies and credit agencies.
- Installation contractors and subcontractors.
- Sales representatives used to market our services.
- Accountants, lawyers, consultants and other professionals we or our affiliated companies use in our businesses.
- Cable programming or content suppliers and program guide distributors.

In addition, Mediacom or its affiliates may need to disclose such information in connection with an actual or potential direct or indirect transfer of ownership or interest in all or part of the business we conduct to the potential or actual purchaser, investor or other party and its respective attorneys, accountants and advisors. This kind of transaction could take the form of a merger, sale of stock or assets, formation of a joint venture, investment or some other structure.

Information we disclose for purposes relating to billing and levels of service usage is generally provided on a monthly basis. Information for other purposes is provided as it is needed.

As permitted by the Cable Act, we may also from time to time disclose lists of our subscribers to third parties for purposes other than those referred to above. Those lists may contain your name and address, so long as we have given you the opportunity to prohibit or limit such disclosure, and we do not also reveal, directly or indirectly, the extent of any viewing or other use of the services we provide to you or the nature of any transaction you make using those services. This permits us, among other things, to disclose your name and address to charities, advertisers, direct mail marketers and telemarketers for use in telephone or mail solicitations, market research or other purposes. You have the right to elect not to be included on such a list. If you do not desire to be included on any such list, you may "opt out" by completing the "Mailing List Opt-Out Form" that is included with this notice. [Your election to opt-out of disclosure to non-cable related third parties affects only disclosure under that circumstance and not any other.]

If you use the Mediacom Online® Internet access service or our phone service to send or receive an e-mail message or other electronic communication, the ECPA permits us to access the content of those communications. It also permits us to disclose such information to an addressee or intended recipient (or his or her agent); to a person involved in forwarding such information to its destination or when it is necessarily incident to providing service or to protect our rights or property; or to any one with the consent of the subscriber or an addressee or intended recipient (or his or her agent).

use or disclosure of CPNI

Except as required by law, we do not disclose this information to third parties. We do use this information to offer you new communications-related services and pricing plans. If you do not want us to use your CPNI for these purposes, please call the customer service number listed on your monthly bill or send us a written notice stating your request to:

Mediacom, P.O. Box 4580, Middletown, NY 10941.

If you would like us to offer you information on video or other non-communications services or our bundled offers, please contact us in any of the same ways. Consenting to allow us to use your CPNI will help us to offer you our newest offerings and services. Your consent will remain in effect until you notify us you want to revoke or change it. Any action you take to deny or restrict approval to use your CPNI will not affect our provision, now or in the future, of any service to which you subscribe. You may compel us to disclose CPNI to any person upon your affirmative written consent.

The Telecommunications Act permits us to use, disclose or permit access to CPNI for the following purposes:

- To initiate, render, bill and collect for voice services.
- To protect our rights or property.
- To protect users of our services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.

We may also disclose your CPNI to the extent authorized or required by law.

Telephone directory listings and caller ID – We offer our phone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time-to-time. Your name and/or telephone number may also be transmitted and displayed on a caller ID device unless you have elected to block such information. Please note that caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll free numbers.

disclosure to governmental agencies or otherwise required by law or legal process

It is possible that one or more third parties may seek to require us to disclose personally identifiable information about you pursuant to law through a warrant, subpoena or order issued by a court or by other governmental authority or directive or through other legal process. The Cable Act has special rules that apply to these situations. The privacy disclosure rules under the Cable Act may apply if you subscribe to any one of the services offered by Mediacom. Mediacom will disclose personally identifiable information about you when required by law, authority, directive or legal process, after giving effect to the Cable Act's requirements.

The Cable Act's requirements differ depending on whether the person or entity seeking the information is a governmental authority or not. If a person or entity that is not a governmental authority seeks personally identifiable information, then the Cable Act permits us to disclose certain information only if there is a court order authorizing or requiring such disclosure and only if we notify you of the order.

If a governmental authority seeks personally identifiable information about you, then the rules are different depending on whether the disclosure is subject to (i) the ECPA, (ii) the federal "pen register/trap and trace" statute (which we refer to as "the Register/Trace Statute") or (iii) other law including the Cable Act. If the governmental authority seeks personally identifiable information about you, the Cable Act authorizes us to disclose it pursuant to the ECAP by a court order or by subpoena for certain limited types of information that includes name, address, telephone number, billing information including payments made and method of payment.

The Cable Act may impose additional conditions on disclosure, depending on the nature of the personally identifiable information being sought. A governmental entity can obtain information about your selection of video programming only by court order and only if the governmental entity demonstrates to the court by clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case against you. As an absolute precondition to such disclosure, you must be given the opportunity to contest in court any claims made in support of the court order sought by the governmental authority.

If the information sought by the governmental entity in a criminal proceeding relates to subscription to a service that is not a "cable service" within the meaning of the Cable Act, such as our Internet access service or a phone service, then these two additional requirements may not apply.

If a governmental authority seeks personally identifiable information about you under the ECPA or the Register/Trace Statute or under the Foreign Intelligence Surveillance Act, the power to disclose varies depending on the nature of the information sought. As noted previously, if the governmental authority wants disclosure of records revealing cable subscriber selection of video programming, then we may disclose it only if authorized or required by a court order and only if the two special requirements stated above are met.

In the case of any other kind of personally identifiable information, the information may be disclosed as permitted by the ECPA or the Register/Trace Statute, and the special requirements of the Cable Act do not have to be satisfied. If the ECPA applies and the government wants us to disclose the content of your e-mails and other electronic communications that we have stored for 180 days or less, then it must obtain a criminal warrant from a court. In the case of such content that we have stored for more than 180 days, the government can require disclosure (i) without prior notice to you if the government obtains a criminal warrant or (ii) with prior notice to you if the government obtains a warrant, subpoena or order from a court, obtains a grand jury or trial subpoena or issues an "administrative subpoena," which is an order to disclose that is issued by the government itself, rather than by a court. Under the ECPA, if the government wants us to disclose your subscriber record information (but not the content of your communications), then it may require us to do so, without prior notice to you or your consent, by obtaining a criminal warrant or a subpoena or order from a court or by issuing an administrative subpoena.

The information that can be required under an administrative subpoena is limited to:

- Subscriber name and address.
- Records of local and long distance telephone connection and session times and duration.
- Length of service (including start date) and types of service utilized.
- Telephone number, instrument number or other subscriber number or identity, including any temporarily assigned network address.
- The means and source of payment by the subscriber (including any credit card or bank number).

The information that can be required under a warrant, subpoena or other order of a court is not so limited. To obtain such a court order, however, the government must meet certain requirements specified in the ECPA, including presenting facts that show there are reasonable grounds to believe that the information sought is relevant and material to an ongoing criminal investigation.

The Register/Trace Statute authorizes the government to obtain, without notice to you or your consent, a court order requiring us to capture, record and disclose to the government the telephone numbers, e-mail addresses and similar identifiers that you call or send communications to or that call you or send you communications using any Mediacom Phone or Internet access service. A federal or state governmental authority may obtain the order upon the certification by the appropriate government lawyer or officer that the information likely to be obtained is relevant to an ongoing criminal investigation.

In addition to the above, if you subscribe to any of our Internet or phone services, the ECPA permits us to disclose the contents of your e-mail or other communications to a law enforcement agency if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay. We may do so without prior notice to you, without your consent and without being required to do so by a warrant, subpoena, court order or law. Examples of situations in which we might make such disclosures are where we reasonably believe that there is an immediate risk of suicide or terrorist activity.

The ECPA provides for other exceptional circumstances under which we may be compelled or permitted to disclose information about you or the content of your communications. For example, the content of your e-mail or other communications may be disclosed to law enforcement agencies if it appears to be evidence of child pornography, or was inadvertently obtained by us and appears to pertain to the commission of a crime.

how does Mediacom protect personally identifiable information and CPNI?

We follow industry-standard practices to take such actions as are necessary to protect against unauthorized access to personally identifiable information or CPNI. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose such information.

time period during which we retain personally identifiable information

Mediacom maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal or tax purposes. If these purposes no longer apply, we will destroy the information according to our internal policies and procedures.

access to our records about you

Under the Cable Act, cable customers have the right to inspect our records that contain personally identifiable information about them and to have a reasonable opportunity to correct any errors in such information. If you wish to exercise this right, please notify us at the local Mediacom office specified on your bill and we will contact you to arrange a mutually convenient time during our regular business hours.

If you make an affirmative, written request for a copy of your CPNI, we will disclose the relevant information that we have collected to you, or to any person properly designated by you, if we reasonably believe the request is valid. Subscribers to our phone services should be aware that we cannot correct any errors in customer names, addresses or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next scheduled publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us or our subsidiaries.

your rights under the Cable Act

The Cable Act provides you with a cause of action for damages, attorneys' fees and costs in Federal District Court if we violate the Cable Act's limitations on the collection, disclosure and retention of personally identifiable information about you. The subscriber, customer or other service agreement applicable to you may provide that, to the extent permitted by law, any claims that you have under the Cable Act will be decided in arbitration and attorneys' fees and punitive damages will not be available.

contact your local Mediacom office if you have questions

If you have any questions about our policies described in this notice, please contact your local Mediacom office at the address and telephone listed on your bill (or, if you have not yet been billed, on the service order you signed to subscribe to the service).

PRIVACY NOTICE

mailing list opt-out form

Please remove me from mailing lists and other voluntary disclosures of my name and address to third parties for non-cable purposes. I understand that this election does not apply and is subject to the other provisions of the Mediacom privacy policy and applicable law which permit or require disclosure of my name and address to law enforcement agencies or officers; in response to warrants, subpoenas and court orders; or if Mediacom reasonably believes that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay.

To ensure we are able to process your request, please fill in all information accurately and completely, sign this form and return it to:

Mediacom Communications Corporation
Attn: Marketing Department
100 Crystal Run Rd.
Middletown, NY 10941

Please DO NOT mail with your bill. If you change your mind and want to include your name and address on mailing lists we provide to other businesses, please contact your local Mediacom office.

Please Print Clearly

Name: _____ **Street:** _____ **City:** _____ **State:** _____ **Zip:** _____

Mediacom Account #: _____ **Phone Number:** _____ **Signature:** _____ **Date:** _____

subscriber agreement (customer copy)

SUBSCRIBER AGREEMENT

service terms and conditions **(Not applicable to the City of Dubuque, Iowa, customers, who will receive a separate agreement.)**

At the request of the Customer, Mediacom has installed services and equipment to provide such services which have been expressly authorized by the customer at time of installation. In consideration of the installation and provision of Services, Customer and Mediacom agree as follows:

equipment

Ownership of Equipment. For purposes of this agreement, "equipment" includes all Equipment installed in or on Customer's premises by Mediacom including, without limitation, converter, wiring, decoders, terminal, channel selectors, remote controls, cable modems, and multimedia terminal adapters. The Equipment shall remain the sole and exclusive property of Mediacom, unless otherwise specified in writing by Mediacom or as provided by the FCC's inside wiring regulations.

Tampering/Misuses. Customer shall not alter, misuse, abuse, appropriate, remove, repair or in any manner tamper with the Equipment. Nor shall the Customer remove from the equipment any markings or labels affixed therefore indicating ownership of the Equipment. Equipment cannot be removed from the Customer's premises and used in another location without Mediacom's prior express permission.

Outlets. Customer shall not disturb, alter, or remove outlets or any other Equipment and will safeguard such outlets and equipment from damage and will not permit anyone other than a Mediacom representative to perform any work on the outlet or other Equipment. Any additional outlets that do not meet Mediacom wiring specifications will be rewired by Mediacom; and Customer will be charged an installation fee for the additional outlet.

Damaged Lost or Stolen. Customer is responsible for the safekeeping of all Equipment placed in or on Customer's premises. In the event that the Equipment is destroyed, damaged, lost or stolen while in the customer's possession, the Customer shall be liable for the cost of repair or replacement of the Equipment.

Termination of Services. Upon termination of services for any reason, Customer's right to possession of Equipment shall likewise cease and terminate. Customer agrees to immediately return all Equipment in the operating condition as when received (reasonable wear and tear excepted) directly to Mediacom or a representative thereof except as may otherwise be required by FCC's inside wiring regulations. If Customer fails to return the Equipment, Customer agrees to pay Mediacom the sum of up to $125 for each non-addressable converter, $300 for each addressable converter, $500 for each digital converter box, up to $85 for each remote control unit, up to $139 for each modem, up to $150 for any multimedia terminal adapter, and the replacement cost (without deduction for depreciation, wear and tear, or physical condition) for any other item of equipment that is not so returned. In the event that Customer fails or refuses to promptly return the Equipment, Mediacom may enter premises where the Equipment may be located for the purpose of discontinuing Service and/or removing said equipment. Customer understands and agrees that all unreturned Equipment will be charged to the customer's credit card or bank account consistent with prior authorization as required by law.

services rates and charges

Payment. Customer agrees to pay for all Services provided to Customer including charges for installation, Equipment, Services provided on a per-channel or per-programming basis any other Services provided by all applicable local, state or federal fees, taxes and surcharges. Monthly recurring charges are billed in advance and non-recurring charges are billed in arrears. All charges are due upon receipt of bill or by date specified on the billing statement for each period.

Changes in Service and Charges. Customer understands and agrees that, from time to time, Mediacom may change or delete its Services, and may change its Service and other charges. Mediacom will give Customer reasonable prior notice of increases or other changes in its charges in conformity with applicable law and any applicable subscriber agreements, tariffs, or terms and conditions which, together with the terms and conditions of this agreement form the complete agreement between Customer and Mediacom ("Agreement"). Customer further understands and agrees that, without liability to Mediacom, the content, programs and/or formats of the Services may be discontinued, modified, or changed by the owners of such services at any time without prior notice to the Customer. Customer acknowledges that Mediacom cannot control the lawful "blacking out" of certain special events or programs, and Mediacom has no responsibility therefore.

Late Charges. Customer understands Mediacom may impose an administrative late fee for each month's charges not paid when due.

Other Charges. If Customer pays the bill to a field collection representative, a collection field fee will be charged. If Service is disconnected, Mediacom may impose a reconnect charge and/or security deposit, in addition to any outstanding balance, including late charge, before service is restored. If Customer's check is returned for insufficient funds Mediacom may impose a service charge up to $30.00 subject to applicable law. If Customer has no paid amounts due hereunder within 30 days of the due date therefore, and it is reasonably necessary for Mediacom to use the services of a collection agency and/or attorney to collect said amounts due, the Customer agrees to pay to Mediacom, in addition to other amounts due, all reasonable agency and attorneys fees that are incurred by Mediacom, including without limitation, court costs. If a voluntary or involuntary petition in bankruptcy is filed by or against Customer, Mediacom may require a reasonable security deposit to continue service.

Transfer of Account of Change in Residence. Customer may not assign or transfer obligations or rights contemplated by the Agreement without express written consent of Mediacom. Unless consent is granted, all accounts must be closed and reopened under the name of a new customer for issuance of a new account number.

Theft of Service. The receipt of Services without proper payment to Mediacom is a crime. Customer understands that the law prohibits: 1) theft or unauthorized reception of cable programming; 2) assisting theft or unauthorized reception of cable programming (including the manufacturing or sale of equipment intended for such unauthorized use); and 3) willful damage, alteration or destruction of Equipment. Customer can be subject to both civil and criminal penalties for such conduct.

operation maintenance and repair

Service and Repairs. Mediacom undertakes reasonable efforts to maintain the system and respond to service calls in a timely manner. Mediacom will repair damage to Equipment, or interruption of Service, due to reasonable wear and tear or technical malfunction. Physical damage to Equipment caused by Customer's intentional or negligent misuse is the sole responsibility of the Customer who shall pay Mediacom its then current rate for the cost of repair or replacement.

Access on Premises. Mediacom may enter into, upon and over Customer's premises periodically to install, connect, inspect, maintain, repair or alter its outlets and Equipment. To the extent the same is consistent with the Customer's ownership of the premises, Customer grants Mediacom a temporary and permanent easement to construct, install, maintain and/or replace cable television transmission lines and all other Equipment necessary in connection with the provision of Services.

Customer as Renter. In the event Customer is not the owner of the premises upon which Mediacom outlet and Equipment are to be installed. Customer warrants to Mediacom that he/she has obtained the consent of the owner of the premises for Mediacom to make installation and maintenance contemplated by this Agreement. If Customer is not the owner of such premises, Customer agrees to indemnify and hold Mediacom harmless from and against any claims of the owner arising out of the performance of this Agreement.

Customer's Equipment. Mediacom shall not have any responsibility for the operation, maintenance or repair of any customer equipment, including, but not limited to, televisions, VCRs, audio receivers and other devices. Without limiting the foregoing, Mediacom shall have no liability for lightning damage to any such customer equipment. Customer shall not connect more than one television and/or stereo to an outlet without notifying Mediacom of the connection.

Service Interruptions. In the event of complete failure of service for twenty-four (24) consecutive hours or more, Customer (except Illinois residents) is entitled to a prorated credit upon request. In the event of an outage during a live or special pay-per-view event ordered by Customer, upon request, Customer is entitled to a prorated adjustment of the event fee based upon the number of minutes of the outage. To qualify for an adjustment, Customer must request a credit within thirty (30) days of the failure. Mediacom shall assume no liability for interruption of Service or alterations in programming due to circumstances beyond its control, including without limitation, acts of God, natural disaster, fire, civil disturbance, strike or weather. Service interruption credits for Illinois residents shall be calculated and applied pursuant to state law.

termination: miscellaneous

Termination by Customer. A customer (except Illinois residents) must provide Mediacom with at least 7 days advanced notification to terminate Service. A customer may initiate Service termination by either a) notifying Mediacom's business office, or a representative thereof, during normal business hours and scheduling a physical disconnection of Service and equipment recovery, or b) by directly and personally surrendering all rented equipment to a Mediacom office. Account holders are liable for all Services rendered by Mediacom up to the time the account has been deactivated and for Mediacom equipment until it is returned. Termination by Illinois residents shall be handled in accordance with state law.

Compliance with Agreement: Acceptance of Service implies acceptance of the terms and conditions herein and in the Agreement. Mediacom specifically reserves the right to suspend performance or terminate Services for breach of any of the policies, terms and conditions of the agreement. It is mutually agreed and understood that should any provision of the Agreement be ruled invalid by a court of competent jurisdiction, all remaining provisions shall remain in full force and effect as if judicially declared invalid provisions were originally deleted here from.

Limitation of Liability. Mediacom shall not by liable for any substitution, discontinuation or modification of any programming.

Amendment. Mediacom may amend the terms and conditions of the Agreement upon reasonable prior written notifications to Customer or by such other means permitted by law.

Notifications. Customer acknowledges receipt of a Privacy Notification as required by the Cable Communications Privacy Act of 1984. Mediacom will provide a new notice each year required by law.

No representations, statements or warranty, other than specifically set forth in this Agreement, shall be binding upon Mediacom. The Customer accepts the terms and conditions as stated in this agreement and as stated in other documents that Customer acknowledges receiving herein and to which Customer agrees to be bound. The same are also acknowledged by Customer to constitute the entire Agreement between the Customer and Mediacom. No undertaking, representation or warranty made by any agent or representative of Mediacom in connection with the installation, maintenance or providing of Mediacom services shall be binding on Mediacom unless expressly included or acknowledged herein. The Customer also acknowledges that all the work has been completed in a satisfactory manner.

This Is Why

I Love My Job

"Why do I love my job? Because Mediacom's a great place to work. My extra sales efforts pay off with more than a pat on the back – I see it in bigger paychecks. My job's not only fun, but I get to help people every day and turn them on to new services that are fun and improve their lives. Plus, I get free cable TV!"

– Melanie
Mediacom Residential Marketing Specialist

Mediacom®

Get Great Employee Benefits, Including:

- Free Cable and Discounted Services
- Health, Vision and Dental Insurance
- Paid Training
- 401(k) Savings Plan with Company Match
- Education Reimbursement

To view all the job opportunities in your area or to apply online, visit **Careers.Mediacomcc.com**

EOE m/f/d/v

subscriber agreement (mediacom copy)

SUBSCRIBER AGREEMENT

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Account No. _____ **Customer Signature** _____ **Date** _____

Mediacom
the power to simplify

your wish On Demand

Forget about returning a movie on time. We're never out of your favorite titles and there's never a late fee. Plus, many movies are available On Demand 28 days before Netflix and Redbox have them! Nobody makes it easier to see hit movies at home than Mediacom.

Call 866-928-2225 today!

catch every touchdown of every game, every Sunday, all on one channel

When any team goes inside the 20-yard line on their way to the end zone you will see the **crucial plays as they happen in HD!**

Add it to your Sports and Information Pak for just **$49.95*** a season.

call today! 866-928-2225

boundary-free tv

NFL Network and NFL RedZone are not available in all areas.

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***Sports and Information Tier with NFL Network is required to order RedZone. Federal, state and local taxes, governmental regulatory fees and surcharges, if any, are additional.** Offer may not be combined with any other offer, is non-transferable and is void where prohibited. Other charges, conditions, requirements and restrictions may apply. An HDTV is required in order to view HD signals. Call your local Mediacom office for complete details. Mediacom is a registered trademark of Mediacom Communications Corporation.